

A question we're often asked is, "How much will shipping cost?" That depends on the product category, size, and weight. **For exact shipping costs**, add the product(s) to your cart and enter your shipping address zip code.

Below is a list of our shipment methods and their shipping times. All shipment times are shown in business days (Monday through Friday, excluding weekends and holidays).

### Standard shipping

Shipments often need to be signed for, while shipments can also be left at the driver's discretion. Items using standard shipping have several speeds:

- UPS Ground Shipping: 5-7 business days. Second Day Air:
  - Shipment time is 2 business days—the day following the ship day is the first day. For example, an item that ships on Friday (not counting Saturday or Sunday) will arrive on Tuesday.
- Next Day Air: Shipment time is 1 business day. An item will be delivered the following

business day.

## **Freight Shipping**

This is reserved for large, heavy, or oversized items like large sinks, bathtubs, shower doors, etc. Items are palletized and loaded onto a large truck for shipment, and delivered by scheduled appointment by lift-gate for to-the-curb service. All items must be inspected for freight damage prior to the driver leaving. Shipment time is 7-10 business days.

Shipment times are average, and remote locations, shipments during the winter holiday season, and cases of extreme weather may exceed the estimated shipment times. To determine the total shipping price for your order:

- Find the product you want to purchase
- Add it to your shopping cart
- Enter the ship-to zip or postal code
- Choose your shipping method

## Shipping

Last Updated Monday, 17 February 2014 09:58

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The shipping price for each individual item is usually more than the total cost of a single shipment with multiple items. So, if you're purchasing multiple items, add them all to your cart before checking the final shipping price.

Please carefully inspect your shipment. If the package is delivered by UPS and it appears that the contents may have been damaged, refuse to accept the delivery and the damage will be noted by the driver. If the package was left in your absence please contact us at 888-414-3726 and we can assist you in contacting your local UPS facility. Please save ALL packaging materials as we may request a photograph or to have the parcel shipped back to us as a part of the exchange process.

**EPCO Sales, LLC isn't responsible for any labor costs incurred as the result of the installation of wrong or defective parts. In addition, we're not responsible for lost shipments or products damaged during shipment. Instead, you must file a lost shipment freight claim with the shipping company.**

Note: Please allow up to 10 business days for your return to process from receipt of the returned merchandise.

**If there has been an error in shipment on our part**, we will absolutely make it right. Make sure you do not unnecessarily alter the packaging and get in touch with us so we can get another shipment ready for you and arrange for the return of the item you received.

## DUTY AND IMPORT FEES

Customers are responsible for all international customs and duty fees as we are unable to calculate how much these fees are, if applicable. These are in addition to, and not included in, the cost of shipping and are incurred at the time of delivery. Please note that your customs agency may notify you that they are holding your package if duty is due. You should inquire with your local customs agency for more information and assistance in this area. Returns will not be accepted due to customs fees. We are not able to mark items as “gift”.