



Advance Plumbing & Heating Supply Company Sales Terms & Conditions

At Advance Plumbing, we strive to give our customers the best shopping experience through our expert sales team, award winning showrooms, and our unique product offering. To continue to provide the high level of service that our customers expect from us, we want to take the time to explain the terms and conditions associated with your purchase.

Payment

We accept the following options for payment:

- Cash
- Check
- Credit Card

All special orders require a 50 % deposit unless purchased on an established credit account.

Applications for credit accounts are available at all locations.

When the order arrives in full, customers need to pay for the order in full. If the merchandise is not paid in full or taken within 30 days, Advance Plumbing reserves the right to return the item to stock or to the manufacturer. If any deposits have been placed, they will be refunded, less any applicable restocking fees.

For Net 10 customers, orders must be either picked up within 30 days of Advance Plumbing's full receipt of the order or the order must be paid in full within 30 days of Advance Plumbing's full receipt of the order. If an order is fully paid, Advance Plumbing will store the entirety of the order for 90 days from the date of full receipt of the order free of charge.

Storage

Advance Plumbing will hold and store items on fully paid orders for 90 days after receipt of the product. After 90 days, customers will be assessed a prorated fee of 1% of the order total each month, not to exceed \$150.00 per month. Fully paid merchandise that has been stored for 90 or more days will not be released until all applicable storage fees are paid.

Warranties

All product warranties are provided directly by the manufacturer. Should a product require a warranty claim, Advance Plumbing will make reasonable efforts to assist you in your claim to the manufacturer. Advance Plumbing does not cover labor costs incurred due to warranty claims.

1977 E. West Maple Road
Walled Lake, MI 48390
(248) 669-7474

150 Parsons St
Detroit, MI 48201
(313) 831-7770

www.advanceplumbing.com



Advance Plumbing is not responsible for installation, repair, replacement, or labor charges resulting from warranty claims.

Display, clearance, and closeout items are sold "as is" and may not be covered by a manufacturer's warranty.

Suitability

The customer is responsible to ensure that all ordered products meet all specifications and requirements for their project. This includes product styles, finishes, sizes, and all other parameters. Advance Plumbing is not responsible as to whether the selected products are suitable for any project.

The customer is responsible for ensuring that the product they received is both suitable to the project and is correct based on the order. The customer is responsible for ensuring that they receive and install the correct product.

The customer is also responsible for ensuring that the items that are quoted and ordered constitute the entirety of what is needed for the project. Any additional items will be billed to you separately.

Returns & Cancellations

Stocked materials may be returned or cancelled within 30 days of the purchase date. To receive credit for any returned material, merchandise must be in exact condition that it was sold. Exact condition includes original, undamaged, and unmarked packaging and complete with all components. Any product that has been installed will be deemed not returnable and no refund will be given.

Non-stock and special-order items are final sale. In certain cases, subject to manufacturers' return policies, Advance Plumbing's discretion, and restocking fees up to 50% of the product price, special order items may be returned or cancelled.

Custom, clearance, closeout, and display material is sold "as-is" and may not be cancelled or returned. These items are final sale.

If a product has been installed, used, damaged, altered, or otherwise experienced a condition change from its purchased condition, no refund will be given.

Delays

Advance Plumbing will take all reasonable measures to ensure your product arrives in a timely manner to meet your desired project dates. Advance Plumbing takes no responsibility for project delays caused by delays in material delivery or manufacturing delays.

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