

Central Plumbing & Electric Supply

Ecommerce Policies

Your Satisfaction is our Number One Goal

At Central Plumbing & Electric Supply, we want you to be 100% satisfied with your purchase. Our priority is to provide an enjoyable shopping experience that encourages you to shop with us for years to come. In the event that you receive a product that you are unsatisfied with, our experienced customer service staff is just a phone call away and will guide you through our easy return policy.

No Hassle Returns within 30 Days

You may return any item that is still in its original packaging within 30 days of purchase.

Customers who place orders on line are responsible for the accuracy of their product selection and information entered. Customers who place orders by phone or in-store must review their receipt for accuracy within 24 hours.

Non-refundable Products

Central Plumbing & Electric Supply sells some products that are built-to-order. These items are non-refundable and non-cancelable once the order has been placed. Please refer to a store associate regarding a particular item's ability to be returned,

Central Plumbing & Electric Supply Note: If your product has arrived damaged or does not work properly, please refer to the "Damaged & Defective Goods Policy" below.

Return Process

Customer must bring product to any of our 5 convenient locations. Sales ticket must be present at the time of return.

Refunds

Once the returned item has been received and verified to have all original contents and packaging and confirmed to be free of damage, the refund credit process will begin.

Customers will be refunded via the same method in which the item was purchased or via check from Central Plumbing & Electric Supply. Refunds via check are typically issued within 5 business days of final approval.

Items not eligible for returns/credit include:

- Any item(s) considered special order or non-stock by our suppliers
 - Special purchases, including clearance items, inventory sale item(s), etc.
 - Any item that has been assembled, installed, modified or used in any way
 - Any item that is not in resalable condition
 - Any item not accompanied by sales ticket
 - Any item not purchased from Central Plumbing & Electric Supply
 - Shipping and Handling charges
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Cancellation Requests

If you would like to cancel an order that has not shipped from our store, simply contact Internet Sales by phone at 956-968-8525.

Please be aware that items shipped from our store and are in route for final delivery to you, may incur a cancellation fee.

Pick Up In Store

In store pick up is normally available within 24 hours (one business day)

Please be aware that items shipped from our store and are in route for final delivery to you, may incur a cancellation fee.

First, you will receive an Order Confirmation acknowledging receipt of your order. Then you will receive a pick-up in-store notification when your order is ready.

Please bring the following items for easy order pick-up:

- A government issued photo ID
- Your order number and/or pick-up order notification email

Then you will receive a pick-up in-store notification when your order is ready.

If you cannot pick-up your order and need to send someone else, indicate Name and cell phone number under Special Instructions/Order Notes when checking out.

Delivery

Available to On-Line orders only. Some exclusion's apply. Taxes and any handling fees are not included in the \$49.00 minimum purchase.

Free Local deliveries available on thousands of in  items. Orders will deliver within 2 business days.

First, you will receive an Order Confirmation acknowledging receipt of your order. Then you will receive a delivery time and date notification for your order.

For your protection, Customer on order receipt must be present to receive order. Please be prepared to show the following to your delivery driver.

A government issued photo ID

Your order number and/or pick-up order notification email

If you cannot receive your order and would like someone else to receive, please indicate Name and cell phone number under Special Instructions/Order Notes when checking out.