

SHIPPING POLICY

Shipping Costs

Shipping costs can be viewed in your shopping cart after entering the ship-to zip code.

Shipping Types

Standard Shipping

Pacificcoastkitchenbath.com partners with proven carriers that offer insurance and tracking, including: UPS, FedEx, and USPS. All shipment times are subject to each carrier's daily cut-off time, and dependent upon warehouse turnaround.

Freight (LTL) Delivery

Freight delivery is reserved for large, heavy, or oversized items, as well as large-quantity shipments. Products are loaded onto a semi-truck and delivered curbside; you will be responsible for moving the item from the curb to the desired location. Shipping times will vary based on destination, extreme weather, and other variables. The carrier will contact you directly to schedule delivery. If in-home or full-service delivery is available & selected, item(s) will be delivered to the agreed upon location. If you are not available to receive a scheduled delivery, you may be charged a delivery and/or other additional fee on your original payment method.

Shipping, Delivery, and Cutoff Times

Shipping and delivery dates are estimates only and can be affected by several factors, including shipping method.

Cut-off times indicate when order must be placed to begin processing on any particular day, and vary by carrier.

Please be aware of the product's expected shipment time. This is when the item is expected to leave the warehouse, and will be listed on the product information page. However, again, please note that such expected shipment times are estimates only.

Shipping Destinations

Your order can be shipped to any address (excluding PO boxes) in the continental United States. Any states with delivery restrictions will be noted on each item's

product information page. Notwithstanding a selected item's delivery restrictions, we are here to help so please call us if you require shipping assistance.

Shipping & Order Confirmations

You will receive an email order confirmation after your order has been placed, and a further email when your order has been shipped. Tracking numbers will be provided when available.

Manufacturer Warranty Information

Each product sold by Pacificcoastkitchenbath.com includes its full-factory manufacturer warranty, which can be found on the product page. If you have a warranty inquiry on an item you purchased from Pacificcoastkitchenbath.com, we can provide additional information and contact the manufacturer directly.

Backordered Products

Occasionally, an item is out of stock and is on backorder.

- Backordered items are charged in full at the point-of-sale, just like in-stock items. This is to reserve the item with the manufacturer or, in some cases, reserve an item that's made to order.
- Within 24 to 48 hours of the order placement, we'll notify you via email if items are backordered and the estimated shipping date.
- Prior to the shipping date, we will verify with the manufacturer or shipping warehouse that we are on track to ship. We'll notify you via email if there is a reason for additional delay.
- If backordered items are confirmed as not shipped, the order MAY BE cancelled. Items that have left the manufacturer or original storage facility CANNOT be cancelled.
- To cancel a backordered item, contact customer service and we'll do our best to halt shipment. We'll confirm your cancellation via phone or email, and credit or update your order.

If Your Product Is Damaged In Transit

When delivery is made, you must completely inspect the merchandise.

- If you notice damage while the carrier is on site, DO NOT take possession of the damaged product(s). Instead, take a picture of the damage, gather copies of the paperwork from the carrier (if possible), and refuse delivery. Next, and within 48 hours, contact the customer service team.
- If you notice damage after delivery (concealed damage), take pictures of the damage, and complete the return online, or contact the appropriate customer service team. Items shipped via ground shipping must be reported within 48 hours. Freight carriers may have their own time frames to file a freight claim; please consult the freight carriers shipping policy.
- After the return is set up, please hold the damaged product(s), along with any damaged packaging, for 30 days as the carrier may wish to pick up or inspect it. If after 30 days you have not been contacted by Pacificcoastkitchenbath.com or by the carrier, you are free to dispose of the damaged product(s).

We will not be able to help with any complaints of damages, including visible or material defects, after the product has been installed or altered.

Providing The Correct Delivery Address

Due to variances in tax laws from state to state, once an order has been placed, we are no longer able to alter the shipping address. Please make sure that all of your shipping information is correct before placing your order.