Williams Distributing

TERMS & POLICIES

REVISED DATE: MARCH 2026

PRICING & DISCOUNTS

All catalog prices are LIST price, unless noted otherwise. Please call your Sales Consultant or Customer Service for current pricing. Pricing is subject to change without notice. Williams Distributing is not responsible for typographical errors.

PAYMENT TERMS

1% 10th, Net 11th for accounts with open credit.

SERVICE CHARGE

1.5% on all open, past due invoices

PREPAID ACCOUNTS

No prepaid orders to job sites.

ORDER PLACEMENT

Some markets require daily cut-off times to ensure the next available delivery.
Order placement cut-off time: 12:00pm

NON-STOCK ORDERS

Orders placed for non-stock merchandise cannot be canceled and are not returnable. Upon receipt at Williams Distributing, these orders will be delivered to you on your next scheduled delivery day or on the date acknowledged. ***Delivery of all orders, including non-stock orders, must be taken within 4 weeks (20 business days).***

ORDER CANCELLATIONS

Cancellation policies vary by manufacturer. Please contact your Williams Distributing Sales Consultant or Customer Service for details.

DELIVERY OF MATERIAL

All stock or special order items will be delivered on the date acknowledged. Williams Distributing may choose to deliver small items such as fillers, valances, misc. parts, hardware, etc., via UPS/common carrier, rather than on scheduled delivery trucks. ***Delivery of all orders must be taken within 4 weeks (20 business days).***

HOLIDAYS

When a scheduled delivery day falls on a legal holiday, or a day we are closed for that holiday, customer deliveries will be made on their next scheduled delivery date. Our holiday closures include New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & the following day, Christmas Eve & Day. Holiday Dating and Same Day Scheduling may also be applied from our manufacturers at this time. Please check with Customer Service for accurate delivery information.

DELIVERY CANCELLATIONS

Once orders have been shipped by Williams Distributing, there will be a 25% restocking fee if the material is not accepted to your location. Special Orders are non-refundable.

DIRECT SHIPMENTS

Direct material is the responsibility of the receiver. All claims for damage or shortage should be noted on the delivery carriers' bill of lading, and signed by the driver. All claims, order cancels, delivery cancels, and returns should be filed directly with the carrier, and a copy sent to Williams Distributing.

CONCEALED DAMAGE

All requests for the return of damaged materials must be made within 60 days of delivery. Material must be in its original carton. Any request after 60 days will not be honored due to the fact that the material has been out of our control for an extended period of time.

RETURNS

NON-STOCK/SPECIAL ORDER MERCHANDISE IS **NOT RETURNABLE**

All stock material returns are subject to a 25% restocking fee. All returns must be requested within 30 days of receipt. All merchandise must be in its original packaging and in re-salable condition. MATERIAL not in re-salable condition will not be credited. Material over 60 days old will not be approved for return. Material found to have been drilled, installed, or altered in any way will be returned to the customer.