

Shipping Guidelines

All in-stock orders are shipped in approximately 5-7 business days from **confirmation of the order** depending on business volume. If you do not receive a confirmation for an order placed online, please contact us at (800) 292-1952 so that we may process your order. Shipping times may vary during peak business seasons. Our normal operating hours are Monday – Thursday from 8:00 am – 4:30 pm and on Friday from 8:00 am – 3:00 pm EST. Orders received on Saturday and Sunday will be processed the following Monday. Back orders are shipped immediately upon receipt of materials and upon the manufacture of the frame(s).

Out-of-Stock Items

Please note that due to the nature of our business, it is not always possible for us to foresee the availability of many of the mouldings that we carry. We work with many different suppliers and are often not aware of an outage of a particular product until after we have placed an order for that particular product. Our goal is to have enough moulding in our inventory to meet the demands of our day-to-day operations and to communicate with our customers in a timely manner in the event that a moulding is out-of-stock.

Shipping Cost

Our shipping costs are based on zone rates and the size and weight of the box or boxes to be shipped. It is not possible for us to know the shipping cost for a particular order until we have cut the frames, packaged the frames and measured and weighed the shipment. Our goal is to ship our products in the most cost-effective and expeditious manner possible while still delivering shipments intact.

Quality Control

All of our frames, mats and glass are inspected for quality assurance prior to shipping. Damaged frames or poorly constructed frames will not be shipped from our warehouse. If you have a concern regarding quality or construction of a particular product, please contact us at (800) 292-1952.

Damaged Shipments

Please inspect your shipment carefully upon arrival and report any shortage or damage immediately. ***We cannot be responsible for damaged shipments not reported within 10 calendar days of delivery.*** If a package arrives damaged, please note the damage and call us immediately. If the driver is still present, please ask that the damage be noted. Please do not discard product or packaging. The carrier may wish to inspect the package before paying a claim. Please contact us by phone at (800) 292-1952 to file a report regarding a damaged shipment. Replacement orders are sent regular ground delivery.

Discrepancies

Please inspect your shipment carefully upon arrival. ***Customers will have a maximum of 10 calendar days from delivery to report any discrepancies between what was ordered and what was shipped.*** Please contact us by phone at (800) 292-1952 to file a report regarding a discrepancy in your order.

Delayed Shipments

GW Moulding is not responsible for any delay caused by the shipping company, inclement weather or any other unforeseen circumstances that are beyond the control of GW Moulding.

If you have any questions or comments regarding our shipping policy, please feel free to contact us at (800) 292-1952.

George Wakefield
President
GW Moulding, Inc.