



## Advance Plumbing Delivery Policies and Procedures

Thank you for placing an order through Advance Plumbing & Heating Supply Company. We are proud to be able to offer free local delivery on orders that meet any of the following criteria:

- \$2,500 or more in total value
- One or more bathtubs
- Three or more toilets
- One or more boilers
- One or more commercial water heaters

Should you need an order to be delivered that does not meet the criteria above, there will be a \$50 delivery fee added to the order.

Should you want to schedule delivery for your order, our Customer Service team will be happy to schedule you on our route. Our standard route covers most of Metro Detroit at least one day a week. To ensure that you get your products in a timely fashion, please schedule your delivery at least one week prior to the delivery date. Deliveries take place Monday through Friday and must be within Metro Detroit.

On the day of your delivery, you will receive a call from our Customer Service team confirming the delivery. You will also receive a call from our driver when we are on the way to the delivery address. **If you miss either of these calls, your delivery may be delayed or cancelled.**

Someone must be present at the delivery address to sign for the delivery. If no one is present, the product will not be unloaded and your delivery will be delayed or cancelled.

Advance Plumbing will deliver products in a garage, on a porch, or on a driveway, depending on the size of the delivery and conditions of the site. **Under no circumstances will Advance Plumbing deliver products into a building.** Advance Plumbing will also deliver product only as far as the site permits. If a pallet jack cannot navigate a site, the delivery may be left at the curb.

Should you have any questions or concerns, please feel free to call us at either of the numbers below and ask for a manager.

Thank you for shopping with Advance Plumbing!

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

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

[www.advanceplumbing.com](http://www.advanceplumbing.com)