

Shipping Policy

This document sets out the shipping policy that applies to customers that make a purchase at www.hillcofasteners.com. If you have any questions, please contact our customer service team at (714)657-7442 or sales@hillcofasteners.com.

Shipping Options & Delivery Costs

You will be asked to select a shipping method at checkout. We offer the following shipping options: USPS Flat Rate, USPS Parcel Post, UPS Ground, UPS Next Day Air (Red Label), UPS Second Day (Blue Label), UPS Third Day (Orange Label), UPS Collect (your UPS customer account number required), FedEx Ground, FedEx Collect (your FedEx customer account number required). Shipping charges will be added to your order when it is shipped. We also offer Will Call Pickup for customers within the local area or who will be visiting the local area.

Order Processing Time

Orders placed before 2:00 PM Monday to Friday will be entered into our system that day and all in stock items will ship out that day. All orders placed during the weekend or on a public holiday will be sent from our warehouse on Monday or on the next business day.

Delivery Address & P.O. Boxes

Please note that we ship to P.O. Boxes via USPS only. FedEx and UPS do not deliver to P.O. Box addresses. Do not choose either of those options if you require delivery to a P.O. Box.

International Orders

All international orders are shipped via USPS Global Priority. Your package may be subject to import duties and taxes. You, as the customer, are responsible for paying those fees. We recommend that you check with your local customs office before placing an order on our website as these fees can sometimes be significant and we are unable to calculate these for you. Please note customs processing may delay delivery of your order.

Tracking Your Order

Once your order has been dispatched, we will send you a confirmation email with tracking information. You will be able to track your package directly on the carrier's website.

Returns, Refunds, and Exchanges

We want you to be completely happy with your purchase - please read our return & refund policy for detailed information about our processes.