

Shipping Policies and FAQs

How does guaranteed shipping work?

Shipping refunds are processed automatically after the expected delivery date if there was no delivery or delivery attempt for all packages on the order.

Good on prepaid, retail orders only (Does not apply to the wholesale program).

Valid on select shipping methods only (USPS, COD, and truck shipments are excluded).

Valid only in the contiguous US.

Does not apply to orders with factory-shipped items, back-ordered items, or made-to-order items.

Does not apply to orders shipping to a PO Box.

Does not apply to orders shipping from more than one location.

These rules are subject to change.

How does your free ground shipping work?

Good on pre-paid, retail orders that meet the minimum purchase requirement.

Good on standard ground shipments only in the contiguous U.S.

Additional charges may be applied for oversized items or special order items.

Air, COD, and truck shipments are excluded from free shipping offers.

We reserve the right to ship via truck freight on large orders at our discretion.

ORM-D items, Lithium or Car Batteries, or any other Hazardous Materials are excluded from free shipping offers.

Does not apply to our Wholesale program

In-Store Pickup

All In-store Pickup orders must be prepaid with a credit card.

PayPal cannot be used for In-store Pickup orders.

If an order contains a Factory shipped part, a back-ordered item or an item that is made-to-order, In-store Pickup will not be available.

Most orders are filled quickly, but it may occasionally take us a little more time due to high volume or large items. We will send you a pickup notification via email or text when your order is ready to be picked up.

Visit <https://www.rodendsupply.com/info/counterhours> for counter hours of operations, locations. etc.

Mondays – Fridays, Year-round

Orders placed before 8:00 am will be available for In-Store Pickup at 9:00 am that same day.

Orders placed from 8:00 am to 3:30 pm will be available for same-day pick up one hour after the order has been submitted.

Orders placed after 3:30 pm will be available for pick up at 9:00 am the next day our Parts Counter is open.

Our Parts Counter will be closed on Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

Factory Shipped items are shipped directly from the manufacturer to the customer*. These shipments can take an additional 3-30 days to complete the order process and then ship from the manufacturers' facility. The additional number of days required to ship each factory ship item is an estimate provided by the manufacturer and will be listed on the website product page for each factory ship item offered. Our customer will then be sent a shipping confirmation email once the package has been shipped from the manufacturers' facility.

*Factory Shipped items for internationally shipped orders will be shipped first, directly from the manufacturer to Rod End Supply Olathe KS upon an order being processed. The factory shipped items will then be forwarded on to the customer's international delivery address once delivered into Rod End Supply Olathe KS. As such, time in transit final delivery times will be extended for all factory shipped noted items.

Oversize

All items which are considered oversize can be shipped ground but require a "ground oversize" shipment charge. The minimum charge is billed out at 30 lbs. There may be items on this site which are oversized but may not be indicated as such. We reserve the right to charge an oversize fee on any order which contains a product that is oversized, even though it may not be indicated on the site.

Dimensional Weight

Dimensional weight is used to figure the cost of shipping many ground packages and all Next-day or Second-day air package. We use UPS for the majority of our shipments, and these new guidelines became effective January 1, 2007. Example: A package weighing 10lbs could cost you a 30lb rate because of its dimensions. This is all based on the size of the box that we have to pack your order in. Your shipping amount will be calculated using this method.

Truck Shipments

Some products are too large for standard ground delivery and must be shipped via truck freight. When possible, please provide a business or commercial address to eliminate any additional delivery fees and the added delays a residential truck delivery will incur. Please ensure the phone number provided is accurate to avoid delays. Upon delivery, the recipient must inspect the shipment before the driver leaves as there may be concealed damage; please open the carton to inspect the contents. Any visual damage must be noted on the shipping document BEFORE signing for delivery. Any damage not noted before signing for delivery is the buyer's responsibility. If damage is found, the shipment may be refused, but please contact us as soon as possible and arrangements will be made to have the product replaced and damaged parts returned.

International Orders

For Canada Orders, see Canada Shipping Information

If you have questions about International Orders please email info@rodendsupply.com with your list of parts and we'll get you a shipping quote.

Additional Shipping Restrictions

California Proposition 65 Statement

California Air Resources Board (CARB) Restrictions