

Wilson Restaurant Supply, Inc. Policies

Privacy Policy

We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.”

Security Policy

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Returns Policy

You may return most new, unopened items within 30 days of delivery for a full refund. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

If you decide you want to return an item, because you just don't want it. Please contact us regarding the refund. We will give you credit on our online store for future purchases. If your item came drop shipped from one of our manufacturers, it may be subject to a restocking fee.

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

If you need to return an item, simply login to your account, view the order using the "Complete Orders" link under the My Account menu and click the Return Item(s) button. We'll notify you via e-mail of your refund once we've received and processed the returned item.

All used items are sold "AS IS" unless otherwise stated with no refunds unless agreed to in writing by Wilson Restaurant Supply staff. If you have a problem with a used item, please contact us with your concerns.

Shipping

We can ship to virtually any address in the United States of America. Note that there are restrictions on some products.

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. Depending on the shipping provider you choose, shipping date estimates may appear on the shipping quotes page.

Please also note that the shipping rates for many items we sell are weight-based. The weight of any such item can be found on its detail page. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound.

****NOTE:** Freight item shipping amounts are calculated based on shipping to a commercial address WITHOUT Lift Gate service(needed if you don't have a dock and need help getting the item off the truck). Lift Gate Service and shipping to residential addresses will have extra costs associated with them. You will be able to select them at time of purchase, but if you determine you need one or both of the services you will be billed extra for the service needed.

Sales Tax

PLEASE NOTE: Out of state orders WILL NOT be charged sales tax(unless required by that state from that manufacturer). In state orders will be charged 7.00% sales tax