

GENERAL INFORMATION

The Webb Supply Co has provided quality products and service since 1965. From its humble beginnings as a one store operation, it has since grown to become one of the leading providers of heating and air conditioning products in north-eastern Ohio.

Today we operate in 6 locations in Ohio. Webb Supply has over 18,000 items of HVAC, hydronic, electrical, and specialty products. This allows us to provide one-stop shopping for all your needs.

We are owned and operated by the same family for over 45 years. As Webb grew our employees grew with us. When you call, you will talk to some of the same employees year after year. Webb Supply has a staff of well-trained employees with strong technical backgrounds. If you are in need of in-depth assistance we are here to help you. Our staff has vast knowledge from working in contracting, wholesaling, manufacturing and teaching. **Without pride in ourselves we would be just another supply house.**

NO RETAIL SALES

Webb Supply Co. is a wholesaler of Plumbing, HVAC, and Electrical supplies to the trade and does not sell retail. Proper identification may be required to enforce this policy.

SPECIAL ORDERS

All non-stock or special orders are noncancelable once the order is placed and cannot be returned for any reason. All freight from the manufacturer will be added to any quoted price. To order a special order, one must place a minimum of 50% nonrefundable deposit on their Webb Account or in cash.

TERMS

To be qualified customers, we will open a Webb Supply charge account. The terms and conditions of sale are as stated on the face of all invoices. Customers can request that their invoices be emailed to them daily or mailed to them along with their statements at the end of the month. A late payment service charge of 1.5% per month will be assessed on all amounts not paid by their due date. This is equal to an annual percentage rate of 18%. Any account past due may delay or cancel future orders. In addition, all customers agree to pay all collection and court costs. Webb also provides cash accounts to best serve our customers and qualify them as non-retail. These customers can pay with cash, credit card, or check.

WARRANTY

Webb Supply is a wholesaler and does not manufacture or service any material sold. Merchandise is subject only to manufacturer's warranty. Not all material is under warranty. Webb will furnish warranties upon request. There are no further warranties expressed or implied on any material Webb sells.

RETURNS

If it is necessary to return merchandise to Webb Supply, the returns must be accompanied by a sales receipt. These returns are subject to a 15% restock fee; 25% without a receipt. All material must be in the same condition in which it was sold. No material can be returned more than 30 days after purchase.

DEFECTIVE & WARRANTY MATERIAL

If material is defective or warrantied by a manufacturer, Webb Supply will issue credit based on the manufacturer's warranty. Webb will only provide credit or exchange on material it sold. On HVAC equipment parts, please bring serial no., address of installation, customer name and sales receipt if possible to best fill out the proper forms. All claims must be filed within 30 days of purchase.

DELIVERY

All orders over \$500 will be charged \$4.95. All other truck deliveries will be charged \$9.95. Parcel delivery fees will be passed on to the customer. Large volume customers may be eligible for free delivery service.

SALES TAX

Unless a tax exempt certificate is on file, all appropriate sales tax will be added to the order.

SHORTAGES

In the event of shortages of material or incorrect shipping, please contact us as soon as possible. All shortages must be claimed within 7 days of delivery.

CATALOG

All pictures, technical information and text are intended for general information and for qualified professionals only. We do not warranty any information in this catalog. Remember, technical information is generally supplied by manufacturers and can change without notice. This catalog was compiled in the years 2012/2013 and some materials may even be older. While we strive to be accurate, pictures and text might be slightly different than the actual product.

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