

MARLON®

Shipping and Handling

COVID-19 Update – Due to the COVID pandemic we are experiencing many supply disruptions. Many of our trailer parts manufacturers are operating at limited capacity. We are experiencing longer lead times, longer shipping times and delays. We are also experiencing substantial inquiries and sales growth with this limited supply. We will continue to do everything possible to meet our dealer and consumers specific needs. We appreciate your understanding during these unprecedented times.

- Marlon will ship via UPS, Canada Post, United States Postal Service or hold for pick-up.
- You have an option to select which Marlon Canada or Marlon USA office to ship from.
- At times we may select to have an order ship directly from the Manufacturer.
- Orders may be picked up when ready at any of our Marlon locations.

UPS EXPEDITED SHIPPING OPTIONS:

UPS NEXT DAY AIR

UPS NEXT DAY AIR SAVER

UPS 2ND DAY AIR

UPS 3 DAY SELECT

EXPEDITED ORDERS MUST BE RECEIVED BY **1pm** local time to the warehouse you have requested the item to ship from in order for the in stock shipment to ship same day.

(Monday thru Friday only) Delivery time does not include Saturday & Sunday.

Expedited rates will be automatically calculated upon checkout and you may select the shipping option of your choice at that time. **Note some items may ship unboxed or be of a size where they require additional handling time. These same items may require special shipping i.e. some axles are too long or heavy for UPS to handle and may require a freight company to transport.**

NOTE: ALL ORDERS SHIPPED VIA UPS or freight company must provide a STREET ADDRESS as the carrier cannot deliver to a P.O. box

- **Changes To Orders:**

Customers may make changes to your order, provided that the order has not yet been processed. If items have processed no changes can be made to the order and our normal returns policy will apply. Please contact the office the order was placed with (Mon-Fri 8:30-4) with any order change requests and please have your order ID number available when calling.

- **Cancellation Policy:**

To cancel your order prior to processing, please contact the office the order is placed with during our normal business hours (Mon-Fri 8:30-4). Provided your order has not yet been processed, there is no fee to cancel an order. If items have been processed, then our normal returns policy will apply. The customer is responsible for return shipping costs, and all items must be returned in new condition.