



Architectural Products

SHIPPING POLICY

Small Parcel Shipping

Inpro partners with UPS and FedEx to provide quality, on-time deliveries domestically and internationally.

Freight Shipping

Freight Shipping is required for products that are too large, heavy, or bulky for Small Parcel Shipping. Inpro partners with top-quality freight carriers for deliveries within the U.S and Canada.

The delivery driver is not responsible for removing products from the truck.

International Orders

Inpro ships via ground, air, and ocean with quality freight forwarders from Inpro USA locations to your delivery location.

Shipping Rates/Transit Time

In general, shipping charges for your order are based on the following:

1. Product: weight, dimensions, order size
2. Parcel vs Freight
3. Destination zip code

Transit Time Explained

Transit times are estimated and do not include weekends or holidays. Transit time does not include the day your order ships. For example, an order with a 5-day transit that ships on Friday (not counting Saturday or Sunday) will arrive the following Friday.

Contact your sales representative for actual shipping costs and transit time.

Shipping Confirmation

A confirmation email containing the tracking number will be sent at shipping. Allow 24 hours for the carrier to receive the shipment into their system before tracking.

At Delivery

Immediately inspect the order to be sure all products are in good condition upon delivery. Note all visible exterior damage on the delivery receipt.

Note any missing skids, boxes, pails, etc., on the delivery receipt.

Report any damaged or missing items to your sales representative within 5 calendar days of receipt and provide pictures of the packaging and product. **Keep the damaged products and packaging for carrier inspection during the claim process or until advised to discard.**

inpro.com

800.222.5556

262.679.9010

World Headquarters 580 W18766 Apollo Drive,
Muskego, WI 53150 USA

IPC.3400/Rev.1