

## Retail Consumer Guidance Business-to-Consumer (B2C)

At Freedom Distribution, we are committed to providing our customers with the best ordering experience possible. Our goal is to provide you with the best overall e-commerce solution.

Our Retail Consumers, also known as Business-to-Consumer (B2C), are those that are the end-user, buying products for their own personal use, not for resale. When you register, please register as a B2C user.

If you are a business, please see our business-to-business guidance for all the features available to you through our website.

### PRODUCT SELECTION

Enjoy shopping with our comprehensive product selection. We have everything to meet your retail supply needs.

### ORDER CONFIRMATION

We will review your order for accuracy and send you an email confirmation.

### ORDERS

Place orders with ease on our website, your invoice will be sent to you once we confirm product availability. We will notify you if any items in your cart are on backorder.

### ASSISTANCE

Please utilize conversation, request a quote or our chat feature for any assistance during your ordering session.

### PRODUCT SATISFACTION

Please contact our customer service department to explain the problem and they will take the necessary steps to resolve the problems to your satisfaction. There are no return fees at any time for defective or damaged products. Custom orders cannot be returned.

### PAYMENTS

Once you've received your invoice with applicable shipping, please pay online with PayPal or credit card.

### SHIPPING

Items will ship once the invoice has been paid. In stock orders received before 3pm Central Standard time ship within 1-2 business days, except custom labels which typically have a 3-week lead time.