

Shipping & Payment Policy

Fremont Sweeper Center strives to provide clear, fair, and transparent shipping and payment terms. Please review the following policy carefully before placing an order.

Payment Policy

Accepted Payment Methods

We accept major credit and debit cards, approved electronic payment methods, and other payment options as made available at checkout or in-store.

Payment Authorization

- Payment is required in full at the time an order is placed, unless prior written terms have been approved.
- Orders will not be processed, ordered from manufacturers, or shipped until payment has been successfully authorized and received.
- Fremont Sweeper Center reserves the right to verify payment details and may cancel orders due to payment issues, suspected fraud, or incomplete authorization.

Order Accuracy

Customers are responsible for ensuring all billing and shipping information is accurate at the time of purchase. Fremont Sweeper Center is not responsible for delays or losses caused by incorrect or incomplete customer-provided information.

Cancellations & Chargebacks

- Orders may be canceled prior to shipment unless the item has been designated as special order or non-cancelable by the manufacturer.
- Once an order has shipped, it cannot be canceled or refunded except as outlined in our Return Policy.
- Chargebacks or payment disputes that violate this policy may result in order cancellation, refusal of future service, or recovery of associated fees as permitted by law.

Shipping Policy

Fremont Sweeper Center strives to process and ship orders as quickly as possible. Many items are stocked locally; however, due to the specialized nature of our products, some items are special order or ship directly from manufacturers or distributors.

In-Stock Items

Orders for in-stock items typically ship within 1–3 business days. Processing times may vary due to order volume, payment verification, or carrier availability.

Special Order & Manufacturer-Direct Shipments

Some products are not stocked in-house and are ordered specifically for the customer. These items may ship directly from the manufacturer or distributor and are subject to their availability, production schedules, and shipping timelines.

- Manufacturer-direct shipments may be delayed due to production constraints, supply-chain issues, or out-of-stock quantities beyond our control. Manufacturer inventory levels are subject to change without notice. In rare cases, items listed as available may become backordered or discontinued after an order is placed. If this occurs, we will notify the customer promptly and may cancel and refund the order at our discretion.
- Fremont Sweeper Center does not guarantee ship dates for special order or manufacturer-direct items and is not responsible for delays caused by manufacturers, distributors, or carriers.
- Estimated ship times provided are estimates only, not guarantees.
- Commercial equipment, parts, and accessories are non-cancelable or non-returnable once ordered.

Refunds on Unshipped Special Orders

If a special order item cannot be shipped within a reasonable timeframe due to manufacturer delays or availability issues, a refund may be issued at Fremont Sweeper Center's discretion, provided the order has not yet shipped and has not been designated as non-cancelable by the manufacturer.

Once an item has shipped from the manufacturer or distributor, the order cannot be canceled or refunded except as outlined in our Return Policy.

Shipping Restrictions

Fremont Sweeper Center ships only within the contiguous United States (lower 48 states).

We do not ship to:

- Alaska or Hawaii
- U.S. territories or possessions (including Puerto Rico, Guam, or the U.S. Virgin Islands)
- International destinations
- APO/FPO/DPO or other military addresses outside the continental U.S.
- P.O. Boxes or mail-forwarding services

Orders placed with restricted or unsupported shipping addresses may be canceled and refunded prior to shipment. If an order has already been processed or ordered from a manufacturer, cancellation may be subject to manufacturer restrictions or fees.

Shipping Responsibility & Risk

- Shipping charges are non-refundable once an order has shipped.
- Fremont Sweeper Center is not liable for delays, losses, or damages caused by carriers or third-party shippers.
- For manufacturer-direct shipments, claims for loss or damage may require coordination with the manufacturer or carrier.
- Customers are responsible for inspecting shipments upon delivery and reporting visible damage promptly.

Carrier Selection

Fremont Sweeper Center reserves the right to select or adjust shipping carriers and service levels to ensure efficient and reliable delivery.

Customer Acknowledgment

By placing an order, the customer acknowledges and agrees to this Shipping & Payment Policy, as well as our Return Policy. This policy does not override any rights provided by state law.