

Shipping Policy

Where Do We Ship?

We currently ship to any residence or business in the continental United States. At this time, we do not ship to APOs, FPOs, or locations outside the continental United States.

Shipping Methods & Rates

Our goal is to offer you choice in both timeline and delivery of your product orders. We offer methods through both United Parcel Service (UPS) and the United States Post Office (USPS). You will be presented with the choice of which shipping method to use, and the calculated costs associated with that method, during the Order Checkout process.

Shipping Locations

Most orders are shipped out of our location in Worthington, Minnesota. Select products have the option to drop ship direct from our product vendor locations throughout the United States.

Split Shipments

For multiple-item orders, we attempt to ship the order in its entirety to you in a timely manner. This is not always possible due to the items selected, availability of the products, and the time it takes to receive some special order items from a manufacturer/vendor.

When it is not possible to ship your entire order in a timely manner, we will hold your entire order for same time delivery until the backordered items are available. You will receive notice that this has happened in our Shipping Confirmation email. At this time, we do not offer the option to split your shipment.

Shipping Delivery Time

Your expected delivery date is determined by the date of shipment from our shipping centers and the shipping preference you select. Your expected delivery date will be presented to you at the time of your order.

“Usually Ships In...”

While all orders are processed as quickly as possible, individual items in the order can take longer to ship than others. Worthington Power & Equipment provides shipping timeline estimates on a product-per-product basis, using the phrasing “Usually Ships In n-x Business Days” on the product details page (eg. Usually ships in 2-4 Business Days). This timeline is provided to give you an estimated timeline of a product shipment, but is not a guaranteed timetable. You will be notified via email if a product does take longer to ship than estimated, at which point you will have the option to cancel your order and receive a refund. Reasons an item may be delayed include without limitation: acts of God or public enemy, acts of federal, state or local government, fire, floods, civil disobedience, strikes, lockouts, and freight embargoes.

Orders Damaged in Shipping

If you believe a package received from us was damaged in transit, please refuse shipment and tell the carrier that you are refusing delivery because the package is damaged. Then call Worthington Power & Equipment Customer Service (1-800-678-4400) to inform us of the situation. If you are not present at the time of delivery and cannot refuse shipment, please call Customer Service to make arrangements to return the damaged order.

Shipping Refunds

Your original shipping charge will only be refunded for a part sent to you in error, a defective part, an order damaged in shipping or a part that fails under warranty. This refund will automatically be credited once we receive and inspect the part. If only a portion of your order is returned, the refund for shipping costs will be prorated. Please see the Return Policy for further details.

We will also pay for return shipping for a part that was sent to you in error, received defective, damaged in shipping, or has failed under warranty. Details can be found in the Return Policy. If you believe you qualify and would like us to pay for return shipping, you must email us at customerservice@worthingtonpower.net or call us at 1-800-678-4400 before attempting to return the part. COD shipments will not be accepted.