



Wildwood BBQ's are shipped directly to our customers from our warehouse in California. Ovens shipped out of California will not be charged sales tax. Often the money saved on out of state sales pays for the shipping cost. Our ovens ship via LTL (Less Than a Load) carriers. Wildwood strives to obtain the best rates available. The ovens are shipped on trucks with lift gates, for easy delivery to your home, construction site, or warehouse. All ovens are shipped palletized and crated.

Wildwood Ovens will not be responsible for delays in transit to the destination location.

Wildwood ships ovens Worldwide and has customs brokers on all continents. All products shipped are insured by the Carrier. All goods must be inspected upon delivery while the truck driver is present. If damage is observed on the product or shipping crate, refuse delivery. Wildwood Ovens & BBQ's is not responsible for damaged or lost goods incurred during shipping. All claims on account of errors in price, shortages, or quality of goods or any other nature must be presented within 10 days from receipt of order.

MOTOR FREIGHT ORDERS: Please Read Below

If your order has shipped via Motor Freight, Do not accept any packages with visible damage to the outside and report concealed damage within 24 hours. NOTE: Large Items Shipped Via Motor Freight are not delivered into your home or project. Please arrange to have a crew to move these items to your desired location.

MOTOR FREIGHT ORDERS: Must open and inspect your package before signing any release. This must be completed, otherwise, the carrier will not issue credit, once the order is signed for and released. Therefore we will not be able to issue credits on Motor Freight Orders that have been signed for and released. It is your responsibility to inspect for damage before releasing the order from the shipper