

FAQs

Where is SheridanSupply.com located?

SheridanSupply.com is a division of Sheridan Supply Corporation located in Albany, NY.

Where does my order ship from?

Orders ship from our warehouse in Albany, NY.

Can I place an order outside of your office hours?

Yes. Orders can be placed online 24 hours a day. Our sales representatives are available from 7:30 a.m. till 4:30 p.m. Eastern Standard Time. We are not available on Saturday or Sunday.

Can I purchase items not listed on your site?

If you need an item that isn't on our website, please contact us. We will most likely be able to find the product that you need. Please note that we are only able to obtain items made by manufacturers that we currently carry. In some cases, the item has been discontinued and can be directly replaced by an item available on our site. Email us at info@SheridanSupply.com or call us to discuss. We will discuss availability, pricing and shipping with you.

Do you drop ship?

We may be able to drop ship but you need to contact us to discuss this. This will affect the price and or shipping. Our orders ship from Albany, NY.

Do you have a local distributor close to me that I can get it from?

All of our items ship from Albany, NY

Do you ship beyond the Continental US and internationally?

I am sorry, we do not. We ship only to the Continental United States. Please call us to discuss shipments to the other States and Territories and to Canada

Can I change my order once it's been placed?

It is important to contact us as soon as possible after placing the order if you want to change it. We will see if it has left our warehouse. You can return the merchandise when you receive it. Or place another order if you want additional product. We can try to change the order if it has not shipped.

Can I place an order outside of your office hours?

Yes. Orders can be placed online 24 hours a day. Our customer service team is available by phone from 8AM-5:45PM EST Monday-Thursday, and 9AM-4:45PM EST Friday.

Thank you for your business