

# **THE WHOLESALE BUYER'S GUIDE**

*A Blueprint for Efficient Procurement and Supply Chain Management*

## **WELCOME TO HEDRICK PRO**

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We built this business for one simple reason: to get service companies the exact gear they need, without the huge markups or the egregious lead times. When ordering wholesale, there are a lot of questions and concerns, and from the seller side, we hear a lot of them.

We realized that instead of just answering questions one at a time, we should build a comprehensive playbook to help our customers navigate the supply chain. From there, we took it one step further and designed a guide packed with best practices that apply to anyone buying wholesale, regardless of the industry you are in.

## **HOW WE WORK TOGETHER**

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We don't see ourselves as just another website you buy parts from. We view our platform as a direct extension of your warehouse and your team. To make this relationship work and keep your costs as low as possible, we do things a little differently than a standard retail online store. To give you an operational advantage over your competitors, here is how we recommend approaching our partnership.

## **PROFESSIONAL ACCOUNTABILITY**

We treat you like the professional you are. When you log on, we assume you know your local fire codes, your system requirements, and the exact parts you need before you hit checkout. While our support team is always happy to assist with complex issues, we rely on our buyers to do the heavy lifting of knowing their own specs. This creates a highly efficient level of trust on both sides—you don't have to deal with retail hand-holding, and we can process your orders immediately.

## PROTECTING YOUR PRICES

You might notice we have some firm rules around freight delivery, hitting free shipping minimums, and reverse logistics (returns). Why? Because sloppy logistics cost money. If a supplier has to eat the cost of bad shipping practices or constant returns, they are forced to silently raise their unit prices to cover the losses. When you follow our buying guidelines, you actively help keep our overhead low, which is exactly how we keep your wholesale pricing so reasonable.

## PLAN AHEAD, SAVE MONEY

Buying a single valve and paying for emergency overnight shipping ruins your profit margins. Our system is built to reward you for planning your inventory and batching your orders. We want to be your reliable, everyday stocking supplier, not an emergency panic button. The more you forecast your needs, the more money stays in your pocket.

### THE BOTTOM LINE

The guidelines in this document aren't just here to make our warehouse run smoother. They are directly tied to protecting your profit margins. By working together and mastering these systems, both parties become more efficient—and most importantly, you get the best prices possible.

## Frequently Asked Questions About Our Partnership

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### **Q: Do I need a special account to buy from Hedrick Pro?**

**A:** While anyone can browse our catalog, you must register for an account to access our wholesale pricing tiers and B2B shipping benefits. We vet our buyers to ensure we are partnering with serious service companies and facility managers.

### **Q: Can your team double-check if a part fits my specific system?**

**A:** We provide detailed technical specs and manufacturer part numbers on our product pages. However, because local Authority Having Jurisdiction (AHJ) codes vary so widely, the final responsibility for ensuring a part is compliant and compatible rests with you, the purchaser.

## FINDING YOUR GEAR FAST

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Our website is designed for speed and precision. While our interface is clean and simple, we carry thousands of parts—from complete commercial kitchen suppression systems down to individual valve stems, brackets, and O-rings.

Because of the sheer volume of our catalog, casually browsing like a retail shopper can quickly become a massive headache. Here is how you should be using the Hedrick Pro portal to find exactly what you need, get it into your cart, and get out.

### THE POWER OF THE MPN

Our search bar is engineered for professionals. If you type a generic phrase like "5lb fire extinguisher," you are going to get flooded with hundreds of results that will slow you down. Instead, always search by the exact Manufacturer Part Number (MPN) or the SKU. Typing "Amerex B402" or "Ansul 101-10" will bypass the noise and bring you directly to the exact product page instantly.

### NAVIGATING BY CATEGORY TREE

If you don't have the exact part number on hand, bypass the search bar entirely and use our structured category menus. We have built our navigation strictly by system type and manufacturer (for example, drilling down from Kitchen Suppression to Ansul to Nozzles). Don't rely on the search bar for broad guessing; let the category tree guide you directly to the correct family of parts.

### UNDERSTANDING LIVE INVENTORY

In the wholesale space, "ghost inventory" is a major point of friction. Our rule is simple: if you can add it to your cart, we intend to ship it. Even if a highly specialized item isn't sitting right on our immediate warehouse shelf, our deep manufacturer relationships mean we have prioritized access to it. Keep this logistical reliability in mind when evaluating any supplier.

### THE GOLDEN RULE OF ORDERING

Never guess when ordering a part. A massive portion of reverse logistics in this industry happen because someone guessed the thread size on a valve or the weight of a cartridge. Pull the manufacturer manual, find the exact MPN you need, and put that into our search bar. It saves you time, prevents return shipping fees, and keeps your jobs strictly on schedule.

## Frequently Asked Questions About Sourcing Parts

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**Q: What if I am working on an older system and cannot find the MPN?**

**A:** If the part number has worn off or the manufacturer has updated their catalog, do not guess. Check the system's original documentation or spec sheet. If you are still stuck, contact our technical support team before placing the order so we can help you identify the correct, compliant modern equivalent.

**Q: Can I quickly reorder the same parts for my weekly stock?**

**A:** Yes. As a registered wholesale buyer, you can access your account dashboard and order history to quickly duplicate previous orders. This is the most efficient way to restock your standard service trucks without having to manually search for individual MPNs every week.

## MASTERING WHOLESALE LOGISTICS

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In the B2B world, shipping is the silent killer of profit margins. If you treat Hedrick Pro like a standard consumer website where you buy one or two items at a time, freight costs are going to eat you alive. Wholesale platforms are fundamentally designed to reward volume and forward-thinking inventory management.

### THE FREE SHIPPING THRESHOLD

Hitting your shipping threshold is the holy grail for a procurement manager. For example, we offer free standard shipping on orders over \$5,000. If your shopping cart is sitting at \$4,200, it is almost always mathematically smarter to add a few cases of high-turnover items (like standard 5lb ABC extinguishers, pull pins, or wall brackets) to hit that threshold rather than paying a heavy freight bill. You aren't spending more money; you are simply shifting next month's necessary spend to today in order to eliminate shipping overhead entirely.

### BATCH YOUR ORDERS

One of the fastest ways a service company bleeds money is by allowing technicians to order parts directly from the field, one at a time, as they need them. To maximize your wholesale advantage, establish a central purchaser. Have your technicians submit their material requests internally, and batch all of those

requirements into one large weekly or bi-weekly order. This drastically improves your shipping efficiency and significantly reduces the amount of time your team spends tracking multiple inbound packages.

## UNDERSTANDING LEAD TIMES

While we stock a massive amount of gear locally and pride ourselves on fast fulfillment, physics still apply. Huge pallet orders, specialty suppression tanks, and massive pipe fittings take time to stage, wrap, and ship via heavy freight. The best procurement managers don't wait until their warehouse shelves are entirely empty to place an order. Build a comfortable buffer into your core inventory so you are never relying on emergency shipping.

### THE LOGISTICS REALITY CHECK

Emergency next-day air shipping on heavy metal fire parts will instantly wipe out the profit on a standard service call. If you find your company constantly paying for expedited shipping, it's a sign your inventory forecasting is broken. Master the art of batching, hit your free shipping thresholds, and watch your bottom line grow.

## Frequently Asked Questions About Wholesale Shipping

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### **Q: Does the free shipping threshold apply to everything?**

**A:** Free shipping applies to the vast majority of our catalog when shipped within the lower 48 states. However, extremely oversized items (like long lengths of pipe) or hazardous materials (like specialized suppression gases) may incur specific carrier surcharges. Always check your cart at checkout for final logistics details.

### **Q: Can I ship different parts of a batched order to multiple locations?**

**A:** To qualify for volume pricing and free shipping thresholds, batched orders must be shipped to a single receiving location. We highly recommend routing all pallet shipments to your central commercial warehouse, where you can then distribute the gear to your individual service trucks.

## **FREIGHT, DELIVERY, AND RECEIVING**

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When you step up to wholesale volume, your logistics change. Your gear doesn't arrive in a neatly taped cardboard box dropped on your front porch by a parcel carrier. It arrives on a wooden pallet via a heavy LTL (Less Than Truckload) freight truck.

Freight is a completely different beast than standard parcel shipping, and the rules of engagement are strict. Understanding how to receive freight properly is one of the most critical skills for a procurement manager, because one wrong signature can cost your company thousands of dollars in denied claims.

### **THE GOLDEN RULE: INSPECT BEFORE YOU SIGN**

When the freight truck backs up to your loading dock, the driver is usually in a hurry. They will hand you an electronic pad or a clipboard and ask for a signature. Do not just sign it and let them leave. You must physically inspect the pallet for damage first. Walk around the entire shipment looking for crushed boxes, torn shrink wrap, or leaking dry chemical powder.

### **UNDERSTANDING THE BILL OF LADING (BOL)**

The driver's clipboard contains the Bill of Lading (BOL). This is not just a delivery receipt; it is a binding legal document. If you sign the BOL without explicitly writing down that there is damage, you are legally declaring to the freight company that the shipment arrived in absolutely perfect condition. If your technicians open the boxes an hour later and find smashed extinguishers, the freight carrier will deny the damage claim, and we will not be able to refund you. If you see damage, you must write "DAMAGED" clearly on the BOL before signing it, take clear photos, and call us immediately.

### **KNOWING YOUR FACILITY'S CAPABILITIES**

You must communicate your facility's physical limitations before you place a freight order. If your building does not have a dedicated loading dock or a forklift, you must request "Liftgate Service" at checkout. If an 18-wheeler shows up to a standard office park and you have no way to get a 500-pound pallet down to the asphalt, the carrier will leave, take the pallet back to the terminal, and charge a hefty redelivery fee—and that bill will fall directly on you.

## Frequently Asked Questions About Freight Delivery

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**Q: What do I do if I find concealed damage after the driver leaves?**

**A:** Concealed damage is incredibly difficult to claim. If you find damage after signing a clean BOL, you usually only have 3 to 5 days to report it to the carrier. Take photos immediately, keep all original packaging, and contact our support team. We will attempt to file a claim on your behalf, but a clean BOL severely limits the chances of approval.

**Q: Do I have to pay for a liftgate if I order wholesale?**

**A:** Yes, if your facility does not have a loading dock or a forklift, a liftgate is required to safely lower the pallet to the ground. This is a standard third-party carrier fee. To avoid surprise charges, always check the "Liftgate Required" box during your checkout process.

**Q: Can a freight carrier deliver to a residential address?**

**A:** Yes, but freight carriers charge a "Residential Delivery Fee" on top of standard freight costs, and a liftgate will be mandatory. For the best wholesale margins, we highly recommend routing your pallet shipments to a zoned commercial facility.

## POST-DELIVERY LOGISTICS & SUPPORT

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Most wholesale distributors operate on incredibly thin margins in order to keep your upfront unit prices as low as possible. Because of this structural reality, B2B returns are not treated like consumer retail returns. Sending heavy fire safety equipment backward through the supply chain is expensive, and understanding how we handle these exceptions is critical to protecting your bottom line.

### THE REALITY OF RESTOCKING FEES

If you accidentally order the wrong thread size, or if your customer suddenly cancels a job after you have already procured the gear, you can return the items to us—but there are strict conditions. The product must be in brand new, uninstalled, resalable condition. Because receiving, inspecting, and restocking heavy commercial equipment requires significant warehouse labor, standard restocking fees apply, and the buyer is

responsible for the return freight. This is a common practice across the wholesale industry, and it ensures we don't have to raise prices on good buyers to cover the mistakes of sloppy ones.

## THE RMA PROTOCOL

You should never simply tape up a box and mail it back to our warehouse. Unannounced packages get lost in the shuffle of daily inbound freight, and without proper documentation, your account will not be credited. If you need to make a return, you must contact our team first to request an official Return Merchandise Authorization (RMA) number. You must write this exact number clearly on the outside of the box so our receiving dock knows exactly what the package is and whose account to refund.

## NAVIGATING MANUFACTURER WARRANTIES

A warranty claim is entirely different from a standard return. If a manufacturer sends out a defective valve, or if a gauge mysteriously loses pressure prematurely, we do not treat that as a standard return—we go to bat for you. As your supply partner, we will work directly with the manufacturer to process the warranty claim and get you a functional replacement as fast as humanly possible so your service tech isn't left empty-handed.

### STOP RETURNS BEFORE THEY HAPPEN

The absolute easiest way to avoid restocking fees and expensive return shipping bills is to double-check your system manuals before ordering. Ensure the MPN in your cart exactly matches the MPN required by your local Authority Having Jurisdiction (AHJ). If an MPN isn't listed on our site for some reason, call us. A 3-minute phone call to our support desk to verify compatibility is infinitely cheaper than the cost of returning a 50lb part because you guessed wrong.

## Frequently Asked Questions About Reverse Logistics

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### **Q:** Can I return a part if my technician already attempted to install it?

**A:** No. Once a part has been installed, threaded, or pressurized, it is no longer in resalable condition and cannot be returned for a standard refund. If the part failed during installation due to a defect, it will be treated as a warranty claim rather than a return.

**Q: What happens if I ship a return back without an approved RMA number?**

**A:** Returns received without a clearly marked RMA number on the packaging will be significantly delayed in processing, and in some cases, may be refused by our receiving dock entirely. Always secure your RMA before shipping.

**Q: Do you cover the return shipping costs for a defective item?**

**A:** If an item arrives damaged or defective out of the box, our team will work with you and the manufacturer to arrange for a replacement and cover the necessary freight to make it right. You are only responsible for return shipping on standard, non-defective returns (like overstock or ordering the wrong part).

## **PRO-TIPS FOR THE MODERN PROCUREMENT MANAGER**

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Whether you are buying exclusively from Hedrick Pro or sourcing raw materials from a dozen different vendors, mastering your supply chain is a massive competitive advantage. Procurement isn't just about spending money; it is about actively protecting the company's bottom line.

Here are a few operational strategies that the most profitable facility managers and service companies in the industry use to keep things running flawlessly.

### **THE "RULE OF 3" FOR HIGH-TURNOVER PARTS**

Inventory blind spots destroy efficiency. For items your technicians use every single day—like pull pins, standard nozzles, O-rings, or 5lb ABC extinguishers—implement the "Rule of 3." At any given moment, you should have three distinct sets of inventory: one set actively loaded on the service trucks, one backup set sitting on your warehouse shelf ready to restock those trucks tomorrow, and one set currently in transit from your supplier. If you maintain this rotation, you will never pay for expedited shipping again.

### **STANDARDIZE YOUR FLEET**

Do not let five different technicians request five different brands of equipment for their vans simply because they "like the handle better." Fragmented ordering is a logistical nightmare. Pick one reliable, compliant manufacturer for your standard gear and strictly enforce it across your entire fleet. Standardizing your

equipment dramatically cuts down on dead warehouse inventory, simplifies your technicians' training, and makes hitting that \$5,000 free shipping threshold incredibly easy.

## **KILL THE "EMERGENCY OVERHEAD"**

Next-day air shipping on a heavy, forged metal valve will instantly wipe out the entire profit margin of a standard service call. If you find your company constantly paying for expedited overnight shipping, it is a glaring red flag that your inventory forecasting is broken. Treat your warehouse like a profit center. Build a buffer into your stock so your techs are pulling from the shelf, not waiting on the FedEx truck.

### **THE ULTIMATE GOAL**

The best procurement managers don't just hunt for the lowest unit price; they hunt for the lowest total cost of acquisition. A \$20 part becomes a \$90 part if you have to pay overnight freight because you didn't plan ahead. Master your inventory, standardize your gear, and let Hedrick Pro handle the heavy lifting.

## **Frequently Asked Questions About Procurement Strategy**

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### **Q: How do I convince my field technicians to adopt a standardized brand?**

**A:** Techs usually resist standardizing because they are used to a certain workflow. The best approach is to explain that standardization means the warehouse will always have the exact parts they need in stock, instantly. When they realize they won't have to wait on delayed parts to finish their service routes, they usually adopt the standardized gear quickly.

### **Q: What is the biggest hidden cost in fire protection procurement?**

**A:** Fragmented ordering. When field techs or multiple managers place small, individual orders throughout the week, the company bleeds capital through repeated shipping fees and administrative labor. Centralizing your purchasing through one manager and batching orders is the fastest way to instantly increase your company's profitability.