

Frequently Asked Questions

1. Are LEVROIL Premium Industrial Lubricants high quality?

A: Yes. LEVROIL lubricants are blended in an ISO 9001:2000 certified facility under strict supervision and quality control. Each batch is tested to meet specific standards and each order is scrutinized for any imperfections.

2. LEVROIL pricing seems to be VERY competitive, why?

A: The cost of base oils continues to rise. LEVROIL was created to answer this issue, opening the door to a new kind of lubricant supplier however, LEVROIL maintains a lower overhead than most companies. We strive to keep our pricing low and pass the cost saving to our distributors and end-users alike.

3. What forms of payment are accepted and what is your turnaround time?

A: LEVROIL accepts Visa, MasterCard, Discover and American Express. Typically, we have most products in stock. Once an order is received, it will be processed during normal business hours of 8am-6pm Monday through Friday EST. Orders can be made 24/7 via our Web site. Our turnaround time to ship is usually within 5 business days unless other arrangements are made and can be fulfilled. After the order is accepted, LEVROIL will assess shipping charges and add the cost of shipping to the order. Pre Paid & Add. The customer will receive a receipt via email confirming the product and shipping charges.

4. I don't see what I need, can LEVROIL still help?

A: LEVROIL strives to meet the needs of all its customers. You may contact us via email or fax and ask us to quote on your specific needs. We also have an RFQ form that can be downloaded and printed to be faxed or emailed back to us for your convenience.

5. Does LEVROIL private label?

A: Yes. LEVROIL does provide private labeling. Please contact us to discuss your needs.

6. How Do I Cancel An Order?

A: Contact LEVROIL immediately via email or fax. LEVROIL will cancel any order free of charge as long as the order has not been delivered to the carrier. Once the order has been shipped, the product is now the responsibility of the purchaser. If after an order has been shipped and the order is requested to be cancelled, a re-stocking fee will be assessed to the purchaser and shipping costs will be the responsibility of the purchaser.

7. What Methods of Shipping Are Used?

A: LEVROIL utilizes USPS, FedEx, UPS for small items including Pails up to five in an order. Drums and six Pails or more and all large items are shipped via a Common Carrier.