



Terms & Conditions

Terms of Sale

- Net 30 days F.O.B. origin

Accepted Payment Methods

- US – Check, ACH, and most major credit cards. Past due invoices are subject to interest charges of 1.5% per month.
- International – Bank draft, wire transfer, or credit card due prior to shipment.

Next Day Saver Program

- Available to customers in the continental US
- Next day delivery billed at published UPS Ground Rate, UPS Fuel Surcharge and standard handling charges.
- Orders less than \$100, drop ship orders, hazardous materials products, flat sheet materials, and other items deemed inappropriate are ineligible for the program.

Shipping & Handling

- Shipping and handling charges are prepaid and added to customer invoice.
- Orders are generally shipped via UPS or FedEx whenever feasible.
- Some orders may require special handling resulting in additional charges to the customer including, but not limited to: hazardous materials fees, fuel surcharges, handling, insurance, residential delivery, Saturday delivery, adult signature required, oversized items fees, and requests for third party freight billing.
- Discounts do not apply to shipping & handling charges.
- C.O.D. orders are not accepted.
- International shipments and shipments to Alaska, Hawaii, and Puerto Rico may incur additional charges.

Warranty Claims

- Contact Customer Service at 800-321-1264 for all product warranty claims to request a WA# (warranty authorization number) and Warranty Authorization Label.
- Warranty items received at PEL without a WA# and valid Warranty Authorization Label will be returned to sender at their expense.
- Warranty claims will be evaluated as per the manufacturer guidelines. Decisions regarding replacement, repair, credit or claim denial, will be determined by the manufacturer and processed by PEL.

Returns Policy

- Contact Customer Service at 800-321-1264 to request a RA# (returns authorization number) and Return Authorization Label. RA#'s and Return Authorization Labels will be deemed invalid 30 days from date of issue.
- Any item received at PEL without a valid RA# and Return Authorization Label will be returned to sender at their expense.
- All qualified returns must be received at PEL unused, in original packaging, and in saleable condition (per manufacturer guidelines).
- Requests for RA's must be within 30 days from date of invoice.
- Qualified returns may be subject to restocking fees.
- Special order/custom items are ineligible for return.

[Terms & Conditions subject to change without notice.](#)