



Terms & Conditions

Terms of Sale

- Net 30 days with approved account application.

Accepted Payment Methods

- US – Check and ACH. Past due invoices are subject to interest charges of 1.5% per month.
- International – Bank draft and wire transfer due prior to shipment.

Shipping & Handling

- Shipping and handling charges are prepaid and added to customer invoice.
- Orders are generally shipped via FedEx ground 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.
- 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

- Go to pelservice.com, log in, click on Return Authorization 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. Returns requests made through PEL Customer Service are subject to a 20% restocking fee.
- 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) or items will be returned to sender at their expense.
- Requests for RA's must be within 15 days from date of invoice.
- Qualified returns are subject to a 15% restocking fee.
- Special order/custom items are non-returnable.
- For qualified returns, customer will be issued store credit in the amount of the product less any restocking fees.

Trial Items

- Contact PEL Customer Service at 800-321-1264 for specific instructions, which vary by manufacturer.

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