

Terms & Conditions

TERMS OF PAYMENT

Payment should be made according to the payment terms referenced on the invoice of each shipment. Each shipment shall be considered a separate and independent transaction, and payment, therefore, shall be made accordingly. Please include our invoice number with your payment.

PRICES

Prices are subject to change without prior notice. Orders are accepted at pricing in effect on the date of shipment. Customers requiring price guarantees for a specific period of time must submit a written list of accounts on which proposals have been made, giving the date of the proposal, the customer's name, items quoted and the expected purchase date.

SPECIFICATIONS

Peerless is constantly striving to develop new products and improve existing ones. We therefore reserve the right to change or revise product designs, product specifications, and model numbers without notice.

DELIVERY

Prices are FOB warehouse, Aurora, Illinois, or point of shipment. All transportation costs and risk of freight damage are the obligation of the buyer. Any claims for shortages or damages, whether concealed or otherwise, must be filed with the common freight carrier. All promises of delivery are made in good faith, and Peerless will make every reasonable effort to see that they are fulfilled. However, if we are unable to meet scheduled delivery dates due to factors beyond our control, such as fires, strikes, government directive, or failure of our suppliers to meet their promises, we shall not be liable for consequential or special damage. Refused shipments will automatically receive a 25% restocking fee plus the cost of the return freight.

RETURN OF GOODS

Return of goods for repair, warranty claims, credit or any other reason will not be accepted without a RETURN MATERIAL AUTHORIZATION (RMA) number. Such number can be obtained from the Peerless Industries Customer Care Team upon request, provided that all of the necessary information is available regarding the proposed return. Defective goods will be replaced or credited, at the customer's option, at no additional charge.

A minimum 25% restocking charge applies to all non-defective products returned for credit within the first 30 days after purchase. Thereafter, a larger restocking charge will be applied based upon the date of original shipment. Products will not be accepted for return 120 days after their original ship date. Peerless additionally reserves the right to impose a repackaging charge when products are returned damaged and cannot be directly resold. Furthermore, any product specially produced or not normally carried in inventory will not be accepted for return under any circumstances. Also, any obsolete products will not be accepted for return under any circumstances. All items to be returned must be sent back to us via pre-paid freight, with the RETURN MATERIAL AUTHORIZATION (RMA) number clearly marked on the carton and noted on the packing slip. No freight collect shipments will be accepted.

If a customer orders the wrong product by mistake, it may be returned with a reduced restocking charge of 10% if ALL of the following conditions are met; the incorrectly ordered products are returned within 30 days of shipment, the customer must pay freight to return the product, the product must be received in the original packaging and in like-new condition, the customer must immediately place a replacement order of equal or greater value than that of the order being returned. If and only if all of these conditions are met, at the discretion of Peerless, may a customer receive the reduced 10% restocking charge.

It is the purchaser's responsibility to provide adequate packaging to protect the product being returned. Peerless reserves the right to accept or reject the returned product subject to an inspection upon receipt. Products that are returned severely damaged may be rejected and therefore will not qualify for any type of return credit. The following chart defines the minimum restocking charge that will be applied for goods accepted for return by Peerless. It does not include any additional charges that may apply for damaged products or those needing rework.

Days since shipping	Restocking Charge
0-30	25%
31-59	35%
60-119	50%
120+	Returns not accepted

SPECIAL ORDERS

We are ready to work with you to tailor our products for your special equipment mounting needs. In most cases, we can provide special paint, engineering, and manufacturing processes. Standard product colors are indicated within the catalog. Product (not including fasteners) can be ordered in other paint choices including black, white, silver, and gray for a surcharge. Charges for other custom paint colors and product design/manufacturing modifications will be quoted on an individual basis. Custom painted or manufactured product CANNOT BE RETURNED. Contact the Customer Care Team for more information.

LIMITED WARRANTY

Peerless warrants its products, under normal use, to be free from defects in material and workmanship for a period of five years from the date of purchase. Peerless, at its sole discretion, will repair or replace such defective equipment free of charge provided the products are returned prepaid to Peerless. Thereafter, repairs will be made at established factory prices. Unauthorized service or repairs by anyone other than authorized Peerless personnel renders this Warranty void and releases Peerless from any further responsibility or obligation. Any damage caused by failure to observe proper packing or to observe instructions for installation, by accident or in transit or elsewhere will not be covered by the Warranty. This Warranty is in lieu of all other Warranties expressed or implied, and no one is authorized to assume any liability on behalf of Peerless or impose any obligation on it in connection with the sale of any product other than as outlined above. In no event will responsibility be assumed or implied for consequential damages arising from the theft of any product secured by a Peerless security device, by delay of installation, interrupted operation or other causes.

FREIGHT OPTIONS

Freight Program Peerless' NO SUPPRISES™ FREIGHT PROGRAM takes the guesswork out of calculating your total costs. Freight costs are based on a percentage of the total order value. Peerless' Freight Program only applies to dock deliveries. For further information or to obtain a freight quote, please contact Customer Care or your Peerless Sales Manager.

Collect Have your order billed to the receiver on the receiver's freight account.

Third Party Bill Have your order billed to an approved third party's freight account.

