



Shipping:

- All items in stock will ship from our NC warehouse usually within 2 business days (Monday through Friday), after order confirmation and credit card authorization, via UPS ground service.
- We ship only to the Continental US, including Alaska, Canada, Mexico and Hawaii.
- To upgrade your shipping method for quicker delivery, simply select the service level in your shopping cart and recalculate your order.
- NC residents add 7% sales tax.
- There is a \$5.00 service fee per web order.
- Shipping fees may vary with each product and will be calculated at check out in the Shopping Cart. There may be additional charges for orders with multiple boxes, large or bulky items.
- Please feel free to call first to inquire about Shipping method and fees prior to placing your order.
- The credit card used for the order confirmation will be charged at that time. If your package does not arrive within 14 business days, please contact us **by phone at (800)222-6941** so we can trace it for you.

Returns Policy:

If you have a question regarding any of our products, please call or e-mail us and we will do our best to resolve the situation.

Important: Many of our products can be cut down to a specific size. Custom products are nonrefundable and are excluded from our return policy.

In order to receive the maximum refund for your returned item, the following requirements must be met:

- **All claims must be made by phone (800)222-6941 within 14 days after delivery** (your tracking number will reflect date of delivery).

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- Once you receive an RGA # from our Customer Service Department, the item must be shipped back with all parts and accessories that came in the original packaging.
- All items must be in re-sellable condition for a full credit to be issued.

When returning an item, PeterMeier.com is NOT responsible for returned shipping fees. You will not be refunded for shipping. There is also an additional **25% restocking fee** for all returned items.

Damages:

If you received your merchandise damaged, please call us at **(800)222-6941** so we can file a claim. Take a picture of the damaged shipping carton and product then email to: orders@petermeier.com . Place the items back in the original packaging the way you received them. The items will be used as evidence to verify any mishandling by the shipping company. If we can verify that your item was delivered damaged, we may send a replacement item.