

Information

Terms and Conditions



Pentair Water
Pool and Spa®

1620 Hawkins Ave., Sanford, NC 27330 • (919) 566-8000
10951 W. Los Angeles Avenue, Moorpark, CA 93201 • (805) 553-5000

Ordering: To ensure prompt and proper shipment, please order by product number and description. We reserve the right to delay shipment of telephone orders until we receive a written confirming purchase order. **Products and prices are subject to change without notice.**

Minimum Order: \$50.00

Terms: All sales are cash with order until credit is established. Merchandise will be invoiced at the prices in effect at the time of shipment. Terms are: Payments 1% 15 days, net 30 days. Term discounts apply only to accounts which are current and do not apply to C.O.D. orders.

Shipments: Any order over \$20,000 (\$3,000 parts only order) shipped at one time to one location in the continental United States will be shipped freight prepaid. An expedited processing fee of 5% of the total order will be charged for orders requesting Same Day Shipment

All shipments are F.O.B. Shipping Site and subject to product availability.

Claims: All claims must be made within fifteen (15) days after receipt of merchandise. See "Lost or Damaged Goods" instructions below.

Returns: All returns are subject to our written approval and must be accompanied by "Return Goods Authorization" form or number issued by us prior to returning the material. Unauthorized returns will not be accepted. Freight must be prepaid. Do not request authorization to return material or credit which has been in your inventory over sixty (60) days and which is not in original resalable condition. Material authorized to be returned for credit is subject to a minimum 15% handling charge.

Lost or Damaged Goods

IMPORTANT

Our responsibility for any shipment ceases when the carrier signs the Bill of Lading. Thoroughly inspect each shipment immediately upon arrival.

If cartons, packages, or crates are received in short or damaged condition, it is important that you notify the driver and insist on a notation of the loss or damage across the face of the delivery receipt; otherwise, no claim can be enforced against the carrier.

If concealed loss or damage is discovered, you must notify the carrier at once and request an inspection. It is also important that you do not discard the shipping carton or container. A concealed damage report must be made within fifteen (15) days of delivery of the shipment. If this is not done, the carrier will not entertain any claim for the loss. The carrier agent will make an inspection and usually will grant a concealed damage notation. If you give the carrier a clear receipt for the goods that have been damaged in transit, you do so at your own risk and expense.

We are willing to assist you in every possible manner to collect claims for loss or damage, but our willingness does not make us responsible for collection of claims or replacement of material.

FOR INFORMATION OR ASSISTANCE CONTACT:

Pentair Water Pool and Spa, Customer Service Department
(800) 831-7133 • fax (877) 606-5457 – U.S.A.
Sanford (919) 566-8000
(919) 566-8916 – International Department Fax
Moorpark (805) 553-5000
(805) 530-0177 – International Department Fax

Product Disclaimer

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