



PEARL NANO **COMPANY DISCLAIMER**

PEARL NANO
RETAIL | WHOLESALE | PRIVATE LABEL
PEARLNANO.COM | CALLINGALLDetailers.com

PEARL NANO COMPANY DISCLAIMER

OVERVIEW

Orders are processed Monday through Friday, 9 A.M. - 5 P.M. PST

Any orders placed after 3 P.M. PST or after hours generally start production the following business day.

Overnight/Express orders must be placed before 2 P.M. PST to ship out the same day.

Standard Order fulfillment takes 1-3 business days to fulfill.

Large Order fulfillment has ETA's provided once production has begun.

Changes to orders will not be accepted once an order has been fulfilled. You may place an additional order if needed.

Payment is required before your order ships.

We ship via USPS, Fed Ex, and Freight Carrier depending on the size of your order.

If your address changes, please notify us so we can update your file. All orders are shipped to the address on file unless otherwise specified.

For **Freight Carrier Shipments** please provide complete address, lift gate requirements, business or residential address, delivery hours, and contact information for the driver.

Lost or Damaged Packages:

- Please contact sales@pearlnano.com or 253-292-1802.
- Provide your information, your invoice # or tracking number if available.
- Please provide detailed images for damaged products.
- We will contact the carrier to open a case or file a claim.
- We will assess the situation to find the best solution for you.
- Please be patience with us during this process. We understand it can be frustrating. We will do as much as we can to rectify any issues with the carriers and ensure that you receive your order.

Any orders \$4,000+ not paid via wire transfer will incur a credit card fee of 2.9%.

Questions or Concerns about orders received:

- Please contact sales@pearlnano.com or 253-292-1802.
- Please provide as much information as possible.
- We will assess the situation and provide the best solution for you.

For questions about shipping options and prices, please contact sales@pearlnano.com or 253-292-1802. We do not mark up shipping cost. We pass along our business discounts to our clients to provide the lowest rates available.



QUESTIONS?

CONTACT US:

SALES@PEARLNANO.COM

(253)292-1802

MON-FRI, 9 A.M.-5 P.M. PST

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