



## FAQs FOR CUSTOMER ORDERS

### 1 MINIMUM ORDER QUANTITY?

Peerless-AV does not have a minimum order quantity.

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### 2 DROPSHIP FEES?

Peerless-AV will dropship your order directly to your customer for no extra fee as long as the correct address is listed on the PO that is sent to us.

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### 3 WHEN DO ORDERS SHIP?

Our customer care department will process your order within 2 hours of receipt. As long as we have stock, the order will ship within 48 hours. If we do not have stock on any of your items on the order, we will provide a lead time to ship via the order confirmation (see "Order status and tracking" below for further information).

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### 4 WHEN IS THE CUT-OFF FOR SAME DAY SHIPMENTS?

An order must be received by Peerless-AV, and marked to ship same day, by 12pm in order to get out the door. If the PO does not say to ship same day, or is otherwise marked to ship expedited, we will not ship same day.

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### 5 IS EXPEDITED SHIPPING AVAILABLE?

Peerless-AV can ship via expedited shipping for both individual cartons as well as LTL shipments on a pallet. You can either provide an account number to use, or we can choose the carrier and provide a quote for the service.

## 6 DO I NEED TO PROVIDE SPECIAL DELIVERY INSTRUCTIONS WHEN PLACING AN ORDER?

If your customer requires a lift gate for delivery, or needs a delivery appointment set, please let us know on the PO that is sent over. These services are provided by all carriers for an extra fee.

If the information is not provided before the shipment is picked up from our facility, (1) your shipment will be delayed and (2) the charge directly from the carrier for these services is more than what Peerless-AV would charge if the information were given to the carrier before pickup.

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## 7 HOW DO I OBTAIN SHIPPING QUOTES?

Peerless-AV can provide shipping quotes for ground and expedited shipments for both individual cartons as well as LTL shipments on a pallet. Our preferred small package carrier is FedEx.

- To obtain either a ground or expedited shipping quote for individual packages we will need: Peerless-AV part number(s) and quantity and the zip code it will be shipping to.
  - For LTL shipments, we will need: Peerless-AV part number(s) and quantity and the full address of the delivery location.
  - We will also need to know at that time whether you or your customer will require any additional services to receive delivery such as (but not limited to): lift gate, delivery appointment, inside delivery, etc.)
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## 8 WHERE DO I FIND MY ORDER STATUS & TRACKING?

Order status and tracking can be obtained on our website through our chat feature. All you need is either the Peerless-AV order number or the PO number that was sent to us. You can also get order status and tracking at any time on our B2B site.

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## 9 B2B PARTNER PORTAL – WHAT IS IT & HOW CAN I SIGN UP?

On the Peerless-AV B2B Partner Portal, you have the ability to find order status, tracking information, pricing and invoices, all in real time. If you would like to sign up, please send an email to [b2binformation@peerless-av.com](mailto:b2binformation@peerless-av.com).

Hours of Operation: Mon-Fri, 7 AM – 6 PM | [info@peerless-AV.com](mailto:info@peerless-AV.com) | 630.375.5100 | [peerless-AV.com](http://peerless-AV.com)

