



FAQS: FREIGHT/SHIPPING

1 HOW MUCH WILL IT COST TO SHIP MY ORDER?

- If you have a direct account with Peerless-AV and you are on our freight program, you can view the rate map here: www.peerless-av.com/pages/freight-program.
- Our freight program applies to standard mount orders shipping via ground service within the contiguous US. It excludes oversized products (with a shipping dimension greater than 48"), extension columns greater than 7' in length, outdoor TVs and displays, kiosks, carts and stands, dvLED mounts, and custom products where normal freight applies. Oversized products, at any quantity, require palletized LTL service. You can get a quote from one of our Customer Care Team.
- If you have an account with a carrier you prefer using, please make sure that the account information is provided on the PO you place with us.
- If you do not have a carrier account for the shipping charges on the PO, we will reach out to carriers for quotes. If your order is shipping via parcel (individual boxes), we will ship and add the shipping charge to your invoice. If your order is shipping via LTL (on a pallet) we will reach out to you to approve the charge before shipping and adding the expedited shipping charge to your invoice.

2 WHAT INFORMATION DO I NEED TO PROVIDE TO GET A FREIGHT QUOTE?

For a parcel quote (ships via individual boxes) we will need:

- Part number(s) and quantity you're ordering
- Zip code it will be shipping to
- Shipping service you require

For an LTL quote (ships on a pallet) we will need:

- Part number(s) and quantity you're ordering
- City, state and zip code it is shipping to
- Any extra services needed (liftgate, inside delivery, delivery appointment, etc.)
- Shipping service you require

All freight quotes provided are only valid for 7 days from the day it is sent to you. After 7 days, if the order has not shipped, the order will have to be requoted and the freight price may change.

3 CAN YOU SHIP MY ORDER VIA EXPEDITED SERVICE?

Yes, we can ship via expedited. This must be indicated on the PO when it is sent over.

4 WHEN WILL MY ORDER SHIP?

- We typically ship orders within 48 hours of receipt, pending stock. If the PO is noted to “Ship ASAP” or “Ship Today”, we will make every effort to ship as quickly as possible. Our cutoff time for same day shipments is 12 PM CST.
 - Stock is never guaranteed until we have your PO entered into our system. While you may have gotten information that we had stock over the phone, email or chat, our stock levels can change within minutes due to other orders already in the system.
 - Once we enter your order and get a lead time from our production team, you will receive an order confirmation with a true ship date on it.
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5 DO YOU HAVE A MINIMUM ORDER QUANTITY OR A DROPSHIP FEE?

No. There is no minimum quantity. We will not charge you an extra fee to dropship your order directly to your customer.

Hours of Operation: Mon-Fri, 7 AM – 6 PM | info@peerless-AV.com | 630.375.5100 | peerless-AV.com

