

TERMS OF SERVICE

Payment Terms

We accept VISA, MasterCard, Discover, and American Express, E-checks. Normal payment terms require prepayment at time of order. Commercial customers can receive 30-day terms with an approved credit application.

Minimum order

No minimum order is required.

Shipping

During certain promotional periods, orders over \$99 may receive free USPS ground shipping in the continental U.S. (excluding Alaska). Exceptions exist, and additional freight charges will apply for addresses that carry accessorial USPS charges, such as certain island destinations that require ferry service and other remote locations. We will notify you via email of any additional amount before it is charged.

MEDIA for tanks is excluded from free shipping and will be charged according to typical USPS standards. Next Day Air, 2nd Day Air & 3-Day Select delivery services are available at an additional cost.

We ship in stock items on the same or next business day in most cases. Next Day Air and 2nd Day Air orders received before 3:00 pm Eastern Time may ship the same day, if ordered online and a request is made to expedite the order. Special order merchandise requires longer lead-time.

Please allow up to 10 business days, starting with the next business day after your order was placed, for delivery. Most orders will be received in less time. Back-ordered items may require extra time. Should any items in your order be delayed, you will be notified. If we cannot deliver your order in this time frame, the order may be canceled prior to shipment, and a full refund will be credited.

Non-stock items may be drop shipped.

International Orders

International Orders must be prepaid in full in U.S. funds via Cashier's check drawn on a U.S. bank or by wire transfer. Many product warranties do not provide coverage outside the U.S. PWF makes no guarantee of warranty coverage, serviceability, or compatibility for products that are used outside of the U.S. Duties, customs, taxes, tariffs, etc. all are the responsibility of the purchaser.

Damaged Items

Damaged items or boxes must be reported immediately to the delivery driver to be reported to the shipper. Damage must be noted immediately to make a claim. If boxes are visibly damaged, we recommend opening the boxes in the presence of the delivery driver or possibly even refusing the shipment depending on condition of the package. Our boxes are well packed when they leave our warehouse. Damage is the responsibility of the freight company but must be reported properly. Please contact us via email to report damages: warehouse@purelywaterfilters.com

Cancelled Orders

Orders cancelled prior to shipment will receive a full refund. Once an order has been shipped, a cancellation is handled as "Returned Goods"

Returned Goods

Any merchandise being returned for any reason, must have a Return Authorization (RA) number. Contact our sales staff for an RA # warehouse@purelywaterfilters.com. In some cases, items can be returned directly to the manufacturer for replacement. All items returned must be shipped prepaid as we do not cover return shipping costs.

Products are only eligible to be returned for 30 days from the date of delivery. After (3) days products are not eligible to be returned. Products can only be returned unused and in commercially resalable condition. Any products returned wet or having been wet, not in their original factory packaging or shrink wrapping are not eligible for refund. These products are only eligible to be serviced under their warranty. Special order merchandise is not eligible for return.

Defective Merchandise / Warranty Claims

Defective merchandise is required to be returned to PWF or to the manufacturer or distributor for a determination to be made on whether a defect exists. If a determination is made that a defect exists, the product may be repaired or replaced, or a credit may be issued, depending on the item and the policies of the manufacturer. Most warranties do not cover freight costs.

Credit for a defective item is issued by PWF only after a determination has been made and credit has been issued to us by the manufacturer or their distributor.

If it is determined that a defect does not exist, the product may be returned to the customer and/or no credit issued. The customer is responsible for freight costs to have the product shipped back. If after 15 days shipping arrangements have not been made, the product is discarded.

Restocking Fees

If products are returned unused and in resalable condition using an RA # issued within a 30-day period of the delivery date, a 15% or \$10 minimum transaction fee is charged. If any order incurs a restocking fee imposed on us by our supplier, that fee is passed on to the purchaser.

Return Shipping

Returned orders that received free shipping will be subject to a \$10 fee or the actual shipping amount, whichever is greater, to cover the cost of shipping. Shipping fees are non-refundable.

Product Suitability

All product information is based on data believed to be correct and reliable. It is offered for comparison but is not to be considered a warranty or guarantee. PWF makes no warranty, expressed or implied, concerning any product and its merchantability. PWF's maximum obligation under its warranty shall be limited to a refund of the purchase price or replacement of a product tested to be defective. PWF shall in no event be responsible for consequential damages of any kind or amount. Determination of suitability of a product is the responsibility of the purchaser.

Commercial Collections

Commercial invoices over 30 days will be charged 1.5 % interest per month. We do not ship orders to accounts with past-due balances. Client agrees to pay all reasonable legal fees and court costs associated with the collections of unpaid balances.

Agreement

Acceptance of delivery of any product constitutes purchaser's acceptance of this agreement and subjects purchaser to its contents.