



Sales and Order Policies

Sales Policy

- Order minimum is \$5,000.00: Payment with credit card is available.
- Truckload quantity is defined as a pallet loaded 53' trailer, filled to capacity (typically 29-30 pallets).
- Orders with less than full pallet quantities will be charged \$75 per order for extra material handling and palletizing.
- Multiple items can be combined for quantity discounts.
- Upon approval, credit terms are Net 30, unless otherwise stated by Panoramic.

Order Policy

All orders must be placed in writing from the buyer and include the following information:

1. Panoramic SKU
2. Quantity ordered
3. Unit price or price/1000
4. Purchase order number
5. Authorizing purchaser name and signature
6. Purchasers email address
7. "Bill To" and "Ship To" address
8. Delivery due date
9. Delivery telephone number

Orders can be placed with your Panoramic account manager or the customer service department. 800-333-1394 or email: sales@panoramicinc.com.

Freight Policy

All orders are shipped FOB Panoramic. Unless otherwise stated, freight charges are prepaid or added to the invoice.

Inventoried Items

Panoramic inventories many items from our stock packaging catalog. Inventoried product is available for shipment within 48 hours from order placement. Non-inventoried product is usually shipped within 3-5 weeks. Call Customer Service to inquire about inventoried product.

Special Order & Custom Products Policy

Special order materials or excess quantities are considered custom, and therefore non-returnable.

Purchase orders for special order or custom items can not be cancelled without full reimbursement of any costs incurred to Panoramic as of the date of cancellation.

Returned Product Policy

1. No items can be returned without pre-approval.
2. Returned items must be in resale-able condition, in unopened case packs. Damaged or open cartons will be refused.
3. Return must be within 6 months of original invoice date of the product.
4. Approval for returns can be obtained by contacting Panoramic's Customer Service department at 800-333-1394. Once approved, customer will be issued a Return Material Authorization (RMA) number.
5. The amount of the credit issued by Panoramic will be the invoice price of the product less:
 - a. 20% restocking charge
 - b. Any freight charges incurred by Panoramic, Inc.
6. Customer is responsible for all freight costs to ship product back to Panoramic.

Credit Card Orders

Credit Card payment (Visa, MasterCard,) is available for your convenience. Contact Customer Service M-F 8:00am – 5:00pm CST. 800-333-1394 or sales@panoramicinc.com.

All Sales and Order Policies are subject to change without notice.