

Please review our terms and conditions which are subject to change without prior notice. Last update: September 2011

ordering information

How to place an order

Purchase orders can be sent via e-mail (contact@sealersales.com) or fax (818.705.7893). Confirmations will be sent in the same manner the purchase order was sent to us. Phone orders will not be accepted. We will process the order and mail an invoice to you. If you would like an e-mail instead, please inform us.

Do you have an order form?

Yes we do. You can download our [order form](#) here.

What is the minimum for placing an order?

There are no minimums for placing an order. You can order one element if you would like and we will ship it out for you.

Do you drop ship?

We can blind ship for you at no additional charge. We will put your company information on both the package label as well as the packaging slip. If you prefer to use your own packaging slip, please include with your purchase order.

When will my order ship?

Stock items received before 1 PM Pacific Time will typically ship the same day. If you have an urgent order after 1 PM Pacific Time, please give us a call and we will try and accommodate you. Expedited shipping (Next Day Air shipments, etc.) will take priority and we will make every effort to process those orders first.

Are there handling fees?

We do not charge any handling fees.

Do you accept international orders?

We do accept international orders. For payment of international orders outside of Canada, we will only accept wire transfers (see payment information for our wire transfer information.) Customers are responsible for all custom fees and tariffs that are levied.

shipping information

How will my order ship?

Most orders will ship via UPS Ground unless otherwise specified. We do offer expedited shipping – UPS 3 Day Select, UPS 2nd Day Air, and UPS Next Day Air. We also offer USPS Priority and Express. Sorry, we do not ship via FedEx. Please mark clearly on your purchase order your shipping method.

Will you provide shipment confirmation?

We will provide UPS tracking numbers via UPS Quantum View Notify which will be e-mailed to you at the end of the day. Your invoice will also have the tracking number.

Can I use my UPS account to ship?

We can ship UPS Third Party or UPS Freight Collect depending on your preference. Please mark clearly on your purchase order.

Freight Shipments

Some of our larger items can only ship via freight truck. We will clearly mark this on our price list. We can ship using your trucking company, but if you do not specify a trucking company, we will provide you a quote from FreightQuote.com

for our dealers

Please review our terms and conditions which are subject to change without prior notice. Last update: July 2011

returns

What is your return policy?

Request for returns must be submitted within 10 days after receipt of merchandise.

How do I return an item?

No merchandise may be returned for credit or replacement without prior authorization. Please contact us to initiate the process. Please have your invoice number available when you request a return authorization. After we have issued you an RA#, please complete our [Return Authorization Form](#) which must be received by us prior to returning the item.

Items must be returned in good condition with all the original parts and packaging (mfg & outside shipping box). All returned items without original packaging and parts will incur additional fees.

Is there a restocking fee?

Returned items will be subject to a 15% restocking fee.

How will you process my return?

Once a return is received, we will process the return in about 10 working days. Credit card orders will be refunded back to your credit card. For items purchased on account, we will process a credit memo which will be faxed or e-mailed to you. Shipping related charges are non-refundable.

Can I return items which were on special order?

Special order items ARE not returnable. Please check with us before ordering. Special order items are subject to a 50% deposit at the time the order is placed.

damaged shipments

What if an item does not work when I receive it?

If an item is not working upon arrival, please contact us immediately. Claims of damage, defect or error must be made within 5 days of receiving your order. We may request a conversation with our technical department as we have found that sometimes the solution can be as simple as the microswitch/trigger switch has been moved during the shipment process. If we cannot troubleshoot via phone or e-mail, we will call tag the item back to our warehouse and resolve the problem in house.

warranty information

What is your warranty policy?

From the date of purchase, our items are under a 180-day warranty although some items (i.e. portable hand sealers) fall under a 90-day warranty. **Items under a 90-day warranty will be ** in our price list. Please ask us if you are unsure about our warranty policy.** Warranty does not include consumables (i.e. teflon, elements, silicone rubber, etc.) . Part orders fall under a 60-day warranty.

During the warranty period, if any damage is caused by users who do not operate the machine strictly according to instructions, and take apart the machine privately, this damage is not covered under the warranty. We will still repair the machine, but will charge an appropriate fee.

payment information

What do you accept as payment?

We accept VISA, MasterCard, Discover, PayPal, Google Checkout, and wire transfers as forms of payment. Sorry, we do not accept Amex, but you can use your Amex card via PayPal or Google Checkout. If you would like, we can keep your credit card on file for your future orders.

Do you have credit terms?

We offer Net 30 terms. To establish an open account, please download our [credit application](#). Please note that credit terms are subject to our approval and may change at any time. For first time orders, only credit card or wire transfers will be accepted.

Do you accept wire transfers?

We accept wire transfers. For all international orders, only wire transfers will be accepted as a form of payment. Remit wire transfers to Sealer Sales, Inc. c/o Wells Fargo Bank; 18400 Sherman Way, Reseda, Ca 91335; +1 818.708.5990; ABA# 122000247; Account # 9371474793