
PINNACLE PRINTING AND COPYING POLICY

CUSTOMER SATISFACTION:

Our goal is to provide customers with a one-stop shopping experience for all of their printing, copying, signs, banners, and promotional needs. We also endeavor to provide a quality product with personal service, quick turn-around times and competitive prices.

DAMAGED OR LOST SHIPMENTS:

For damaged merchandise, please notify us ASAP. Save all packaging until the claim has been settled.

For lost merchandise, Pinnacle adheres to the UPS Ground policies. Most shipments will deliver in state within one day; however, UPS does not consider anything lost for six working days. They will not pay a claim if the package is found with the 6-day period. If you need guaranteed 1-3 day delivery, we suggest air freight.

SPECIAL RETURNS:

Please know that custom orders are NON-RETURNABLE, and there will be a restocking fee on all items that are RETURNABLE.

CREDIT:

All customers will be given the opportunity to establish a credit account. Our terms are net 10 (payable 10 days after the invoice date). Finance charges will be applied to any account that is over 30 days past due.

FREIGHT:

Unfortunately, freight cost has increased dramatically over the past few years, and we will have to pass these costs on to our customers. **Please note** that promotional product quotes do not include shipping.