

Erdman Automation Corp.
Shipping Policy
Effective February 2017

Machine Shipping Policy:

Shipping is available Worldwide. Freight, Handling and Packaging is not included in the purchase price of standard equipment and will be quoted separately near the time of shipment unless agreed to otherwise in a written contract. All machines are shipped FOB Princeton, MN.

Parts Shipping Policy:

Shipping is available in the United States, Canada, Central and South America. We are unable to ship to a PO Box.

Shipments will only take place Monday-Friday (excluding holidays). If an order must be shipped on Saturday/ Sunday or Holiday, please contact us at 763-389-9475.

Please refer to the dates and shipping rates listed during checkout for your expected shipment and delivery dates as well as any delivery charges. Shipping charges are calculated based on the weight/ size of the component, the selected delivery option and the destination. All items will ship via UPS.

Erdman Automation currently offers four shipping methods within the United States:

UPS Ground takes 1-6 business days

UPS 2nd Day Air takes 2 business days from shipping date

UPS Next Day Air takes 1 business day from shipping date

UPS Next Day Air Early AM takes 1 business day from shipping date for morning delivery (not available to some locations)

Expedited Shipping in the United States:

We at Erdman Automation understand that speed in delivery is important to keep our Customers machines running at their full potential. Our goal is for our Customer's to experience zero (or minimal) down time. Expedited Shipping is available for most parts and will be offered as an option. Most items offered in our store are in stock at Erdman or can be secured within a day or two of order. Upon receipt of your order, we will notify you with the scheduled ship date. Next Day and Second Day Delivery orders must be received before 2pm CST in order to ship on the day the order is placed. Next day and Second Day Delivery orders placed after 2pm CST may not ship until the following business day. Ground Delivery orders must be placed before 2pm CST to ship by the following business day. Orders placed after 2pm CST may not ship until two business days after the order is placed.

Additional Note regarding Shipping in Canada, Central and South America:

While we do offer expedited shipping to Canada, Central and South America; we like to recommend that our long distance Customers keep critical spares in stock on their shelf as it is our experience that some locations cannot receive Next Day or RUSH Service from our point of shipment. Upon receipt of your Priority order, we will contact you with order confirmation and an estimated time of arrival.

Out of stock items:

Out of stock items are shipped when they become available. Erdman Automation reserves the right to ship back ordered items by a downgraded shipping method.

Refunds:

All refunds of shipping and handling charges are solely at the discretion of Erdman Automation Corp.

Customer pick up at Erdman:

To avoid shipping and handling charges, you may select our Customer Pick Up option at check out. To take advantage of this free service, just place your order online and we will contact you with the date/time the item(s) will be ready for pickup.

Parts Contact Information:

If you have any questions, special requests or concerns, please contact our Parts Department at 763-389-9475 or email joerdman@erdmanautomation.com