

## ORDERING INFORMATION

Follow the easy steps of our Custom Screen Order Form. It will expedite your order and help you provide complete and accurate information:

**If ordering through a Pilgrim distributor,** fax, e-mail or mail the form and template (if required) directly to your distributor for fastest order processing.

**If ordering directly through Pilgrim,** fax, e-mail or mail order form to customer service or your local Pilgrim sales representative.

**Fax:** 585-492-2785

**E-mail:** [orders@empiredistributing.net](mailto:orders@empiredistributing.net)

**Mail:** Empire Distributing  
7406 Route 98  
Arcade, NY 14009

**Phone orders are not accepted** for custom screens to avoid any possibility of any errors in fabrication.

**Need Forms?** Just e-mail us at [orders@empiredistributing.net](mailto:orders@empiredistributing.net)

## CUSTOM SCREEN POLICIES

All cancellation requests must be in writing via fax or e-mail. Orders may be canceled only if fabrication has not begun.

Custom screens have our Pilgrim Lifetime Warranty for workmanship and materials. However, custom screens are not returnable.

## CUSTOM SCREEN SHIPMENT

Custom screens will ship within 15 working days from receipt of order and template (if required), unless noted. FG door screen will ship within 20 working days from receipt of order.

## EXPEDITED SERVICE

For a \$100 expedited fee, we guarantee shipment within **10 working days** from receipt of order and template (if required).

If for some reason we are unable to ship your order within this time commitment, Pilgrim will issue a credit for the expedited fee.

## FLAT RATE SHIPPING

Pilgrim offers flat rate shipping for custom screens so retailers and their staff can accurately quote a delivery price to their customers at the time of purchase. Note: FGND and FGND A door screens do not qualify for flat rate shipping.

The delivery cost should be prepaid and added to the invoice.

To reduce delivery time and minimize the possibility of damage, custom screens are shipped via FedEx Express Service at competitive rates. Delivery is within 3 business days after shipment. As of October 2016, all dealer custom screen orders will incur a \$10 processing fee on each invoice.

## DAMAGE CLAIMS

Should you or your customer receive a screen that is damaged, Pilgrim must be notified immediately. We have only 15 days after shipment to file a claim. Notification submitted beyond the 15-day window will not be honored for claims or credit. Claims will not be processed without photos of shipping damage.

## OVERSIZED SCREENS (call for quote if needed)

Screens too large to ship express will ship via common carrier. All freight charges will be collect to final destination unless other arrangements have been made prior to shipping. Any screen 60" or greater (width or height) will incur a \$100 custom shipping crate / pallet fee + 150 oversize fee.

# Custom Screen Shipping Rates



Look up the ship to address' first 3-Digit Zip Code on the Zone Chart below to determine correct zone. Then, using the total square inches from Step 6 on Custom Screen Order Form, match screen-type and zone on price chart to determine shipping cost.

## FedEx Zone Chart

First 3-Digits of Zip Code

*Shipping Prices Subject to Change*

Destination / Zone	Destination / Zone	Destination / Zone	Destination / Zone	Destination / Zone
000-004 NA	411-418 4	559 3	702 NA	861-862 NA
005 5	419 NA	560-567 4	703-708 5	863-864 7
010-129 5	420-427 4	568-569 NA	709 NA	865 6
130-132 4	428-429 NA	570-574 4	710-714 5	866-869 NA
133-135 5	430-432 4	575-577 5	715 NA	870-875 6
136-174 4	433-436 3	578-579 NA	716-722 5	876 NA
175-176 5	437-447 4	580-582 4	723-727 4	877-883 6
177-179 4	448-455 3	583 5	728-731 5	884 5
180-212 5	456-457 4	584 4	732 NA	885 6
213 NA	458-462 3	585-588 5	733 6	886-888 NA
214 5	463-466 2	589 NA	734-741 5	889-891 7
215 4	467-470 3	590-591 6	742 NA	892 NA
216 5	471 4	592-593 5	743 4	893-895 7
217 4	472-475 3	594-599 6	744-768 5	896 NA
218-225 5	476-477 4	600-611 2	769 6	897-898 7
226 4	478-487 3	612 3	770-778 5	899 NA
227 5	488-491 2	613 2	779-789 6	900-908 7
228-229 4	492 3	614-619 3	790-796 5	909 NA
230-239 5	493-496 2	620 4	797-799 6	910-928 7
240-268 4	497-499 3	621 NA	800-810 5	929 NA
269 NA	500-503 4	622 4	811 6	930 7
270-286 5	504 3	623-628 3	812 5	931 8
287-289 4	505 4	629-631 4	813-816 6	932-933 7
290-306 5	506-507 3	632 NA	817-819 NA	934 8
307 4	508-516 4	633 4	820 5	935-938 7
308-326 5	517-519 NA	634 3	821 6	939-941 8
327-342 6	520 2	635-641 4	822-824 5	942 7
343 NA	521-528 3	642-643 NA	825 6	943-951 8
344 5	529 NA	644-658 4	826-828 5	952-953 7
345 NA	530-532 2	659 NA	829-834 6	954-955 8
346-347 6	533 NA	660-662 4	835-838 7	956-961 7
348 NA	534-535 2	663 NA	839 NA	962-966 8
349 6	536 NA	664-669 4	840-847 6	970-986 7
350-352 5	537-539 2	670-672 5	848-849 NA	987 NA
353 NA	540 3	673-674 4	850 7	988-994 7
354-355 5	541-544 2	675-679 5	851 NA	
356-358 4	545-548 3	680-681 4	852-853 7	
359-369 5	549 2	682 NA	854 NA	
370-386 4	550-551 3	683-689 4	855 6	
387-399 5	552 NA	690-693 5	856-857 7	
400-409 4	553-555 3	694-699 NA	858 NA	
410 3	556-558 4	700-701 5	859-860 6	

## PRICE CHART

Weight, dimensional weight and cartoning are included.

	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
<b>Spark Guards (SG &amp; SGI Style) &amp; Single Panel Screens (FGN Style)</b>							
Under 1000 sq in	\$35	\$45	\$45	\$55	\$55	\$70	\$70
Under 1300 sq in	\$45	\$60	\$60	\$80	\$80	\$95	\$95
Under 1700 sq in	\$95	\$110	\$110	\$125	\$125	\$135	\$135
Under 2300 sq in	\$100	\$120	\$120	\$140	\$140	\$150	\$150

If screen is over **2,300** square inches, please call for shipping options  
Spark guards with increased depths may not qualify for flat rate shipping.

**FGN Series Door Screens do not qualify for flat rate shipping. Actual shipping charges will apply.**