

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
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 CustomerService@PilgrimHearth.com

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 \$110 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, FGND door screens and Spark Guards deeper than 6-1/2" 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. All dealer custom screen orders will incur a \$11 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

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" to 69" (width or height) will incur a \$110 custom shipping crate / pallet fee + \$165 oversize fee. Any screen 70" to 79" (width or height) will incur a \$110 custom shipping crate / pallet fee + \$220 oversize fee. Any screen 80" and greater (width or height) will incur a \$110 custom shipping crate / pallet fee + \$275 oversize fee.

Pilgrim Home & Hearth Alliance, LLC reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. This price list has been prepared for the convenience of Pilgrim Home & Hearth dealers and distributors. Possession of this price list does not constitute offer to sell.

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

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
Spark Guards (SG & SGI Style) & Single Panel Screens (FGN Style)							
Under 1000 sq in	\$60	\$70	\$70	\$85	\$85	\$100	\$100
Under 1300 sq in	\$70	\$90	\$90	\$110	\$110	\$125	\$125
Under 1700 sq in	\$125	\$145	\$145	\$160	\$160	\$170	\$170
Under 2300 sq in	\$135	\$155	\$155	\$175	\$175	\$190	\$190

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.

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