

Order Information

Contact Information

Customer Service: 1-866-246-0697
Fax Orders to: 1-651-653-2230
E-mail orders to: info@assurefilters.com

Address: Porous Media Corporation
c/o ASSURE Filters
1350 Hammond Rd.
St. Paul, MN 55110

Custom Requests

Please contact customer service with custom filter requests.

Method of Payment

Establishing Credit - Terms of net 30 days pending approval of credit application. Allow 2-3 weeks for processing.

Credit Card - Payment by credit card will incur a 3.5% processing charge which will be added to your invoice. Visa, Master Card and American Express accepted.

C.O.D.

Pre-Payment

Minimum Order

All orders must reach a \$75.00 minimum in product. (excluding taxes, fees, and/or shipping).

Placing Orders

Purchase orders may be placed via phone, mail, fax, or e-mail. See Contact Information.

Quantity or Price Discrepancies

All quantity overages or shortages and/or pricing discrepancies must be reported upon receipt of product. Please contact customer service for assistance.

Return Policy

A Return Authorization Number must be obtained prior to returning product. This number can be obtained by contacting our customer service department. The Return Authorization Number must appear on all labels, packing slips, etc. for goods to be accepted. All items must be in their original packaging and original condition. Returns that are not a result of Porous Media error, will be subject to a 20% restocking fee.

Shipping

All orders ship FOB MN. Unless otherwise noted, orders will ship pre-paid and charges will be added to your invoice.

Terms

Net 30 days for qualified accounts.