

Customer Responsibilities

It is the customer's responsibility to review and confirm the accuracy of any document provided to the customer by Parallel Architectural Products. **The customer has 24 hours to report errors. After 24 hours, corrections are subject to the stage of the order and may not be possible. Please note: once payment has been received for an order, no changes can be made.** See Payment Terms and Shipping for more information.

Takeoffs that utilize customer provided documents (plans, pictures, etc.) are quoted by linear footage, listing full stick quantities on said takeoff. **It is recommended that all orders add a waste factor to the item linear footage to account for unforeseeable scenarios.** Due to possible batch variations, as with natural wood, there are no guarantees that the exact product of the same batch (color and shade) can be supplied at a later date. **It is the customer's responsibility to notify Parallel if they would like to add additional material to their order.**

It is the customer's responsibility to obtain any necessary product installation training to ensure proper usage of material when installing. **Parallel is not responsible for shortages resulting from improper installation or material shortages.**

Customers are to provide a Purchase Order, including the takeoff number, or a signed and dated Parallel Architectural Products takeoff to place orders. **Expired takeoffs are subject to current pricing and new shipping charges.**

CONTACT US

info@parallelap.com

866.472.7255

2750 S. Raritan Street
Englewood, CO 80110

Payment Terms

Orders less than **\$20,000.00** are **Cash in Advance (CIA)**. Upon receipt of your payment, your order will be placed in the production queue and a ship date will be generated. **Orders greater than \$20,000.01** can be placed in the production queue and a ship date will be generated upon receipt of a 50% deposit and the remaining balance due **at the LATEST fourteen (14) calendar days** prior to the estimated ship date.

Orders that have not been paid in full will not ship and will be subject to a 10% holding fee. A monthly late fee of 5% will be assessed to overdue balances.

Orders placed a year or more in advance will have an additional 10% added for anticipated price fluctuations. **A 50% deposit is required to secure current pricing.** If you have extenuating circumstances, please contact us to discuss your options.

Please note that once payment has been received for an order, no changes can be made. If you'd like orders to ship on the same truck (packaged individually) or together (packaged as 1 order), they must be paid for at the same time so they can be processed together. Requests after ordering/receipt of payment are not guaranteed to ship together.

Payment Methods

Parallel Architectural Products will accept payment from one of the following methods:

- **Check:** Mail your check to the below address and provide a copy of the check along with the tracking information. Please include your invoice number on your check. Checks without a reference number will be applied to the oldest order.
 - Parallel Architectural Products
 - 2750 S. Raritan St.
 - Englewood, CO 80110
- **Credit/Debit Card:** To pay by Visa, MasterCard or Discover, please visit <https://request.plastiq.com/pay-parallelrepllc>. You may create a Plastiq account or simply check out as a guest. Please note that your account gets charged upon payment and Plastiq charges a 2.85% transaction fee for this service.
- **ACH via Plastiq:** To pay by ACH from your checking account, please visit <https://request.plastiq.com/pay-parallelrepllc>. You must create a Plastiq account to link your bank information, but this service is free. Please note that your account gets charged upon payment.
- **ACH via Bank:**
 - General Bank Reference Address: JPMORGAN CHASE BANK, N.A. 383 Madison Ave, New York, NY 10179
 - Account Name: FGM-Parallel LLC
 - Account Number: 2907812076
 - Bank Routing Number: 021000021
- **International Wire Transfer:**
 - Beneficiary Account Name: FGM-Parallel LLC
 - Beneficiary Account Number: 2907812076
 - General Bank Reference
 - Address: JPMORGAN CHASE BANK, N.A. 383 Madison Ave, New York, NY 10179
 - Beneficiary Bank Swift BIC: CHASUS33
 - Beneficiary Bank Routing Number: 021000021

Shipping

Standard shipping is Partial Truckload (Flatbed). All orders are subject to the Crate & Packaging Fee of \$350.

LTL (Less than Truckload) shipping must be arranged by the customer. Parallel MUST be notified of this at the time of the order so that the material can be properly packaged for LTL.

If you would like to request additional shipping services, such as Dedicated Flatbed, Lift Gate and/or Forklift, please indicate when placing your order. **Additional charges may apply.**

If you have shipping restrictions, please indicate when placing your order. Additionally, if you'd like orders to ship on the same truck (packaged individually) or together (packaged as 1 order), they must be paid for at the same time so they can be processed together. **Requests after ordering/receipt of payment are not guaranteed to ship together.**

Sales Tax

Sales tax is charged based on the delivery address. **If this address changes, additional shipping charges may be incurred and your sales tax rate will be adjusted accordingly. Sales tax is charged in accordance with our company requirements and in accordance with the Nexus laws.** Customer Pick-Ups (CPU's) will be charged the pickup location sales tax rate. If sales tax is NOT listed on your order and you are subject to sales tax, it is the customer's responsibility to pay the sales tax per their state laws.

If you have a Tax Exemption Certificate, please provide it for each state or applicable project. Once received, your sales tax will be removed from your quote and/or order. It is the customer's responsibility to ensure their certificates are kept current.

Storage

If your order is completed and the location is unable to receive it, you will receive complimentary storage of one (1) calendar week. Orders extending beyond your complimentary week will be charged \$350.00 per calendar month, no prorating.

Cancellations + Returns

Parallel Architectural Products does not accept returns, thus it is very important to confirm that your order is correct prior to the production stage. **Orders that have entered the production stage can NOT be canceled or returned. Returns at any stage are no longer accepted.**

Contact your sales representative to determine if your order qualifies for cancellation. Product in good condition can be used on other projects, or sold. Parallel's aluminum products are 100% recyclable; please contact your local aluminum recycler for current pricing.

Missing or Incorrect Item(s) + Damage

Upon receipt of your order, please carefully inspect your items to confirm you received all items and for any damage. **All claims must be reported within 10 business days of delivery for free replacement.** All claims must include photos, item(s) code, item(s) color and quantities. Please ensure your photos are not blurry and clearly show the reason for your claim. Parallel Architectural Products cannot process your claim without photos.

Missing or Incorrect Item(s) photos must include the entire shipment and if applicable, the incorrect item(s). We recommend taking a photo at time of delivery for this purpose, however, all other photos must include an overview of the incorrect item(s) and a closeup of the profile.

Damaged Item photos must include the entire shipment prior to unloading and after unloading, an overview of the damaged item(s) and a closeup of the damage.

Warranty

Our full warranty and registration form can be downloaded [here](#).

Email your completed warranty form, including your signature, to info@parallelap.com to complete the registration process. Upon our final signature, you will be provided with your completed executable warranty.

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