



PLTW Returns Guidelines

2024

Shipping Errors & Defective Product

Claims for shipping damage, shortages, or errors must be made via email (productsupport@pltw.org) and received within thirty (30) days of shipment receipt.

Claims should include:

1. The purchase order or PLTW Store cart number products
2. A description of the issue
3. Part number and quantity of affected
4. Images of the damaged goods.

Please review shipments as soon as possible to determine if there are damages, errors, or missing items. PLTW reserves the right to reject requests outside the 30-day window.

Returns

PLTW will accept returns of products for a credit, under the following conditions:

1. PLTW must be notified within 30 days of receipt.
2. Returns must be in new, resalable condition in their original packaging including all manuals and associated paperwork.
3. A 15% charge will be applied to cover the return shipping costs.
4. Not all items are returnable. For example: chemicals, live specimens, perishable items.
5. Please ensure all technology equipment (laptops, monitors, keyboards and mice) is approved by your IT department prior to purchasing. As these items are made-to-order, any returns will be subject to a 20% fee to cover inspection and return shipping costs.

To initiate a return, please locate the applicable order in the PLTW Store and click "Return Items." Select the quantity of each item to return and enter a reason and any additional information before clicking "Submit". You will then be able to see details of the return and next steps.

Upon issuance of an approved return authorization number, PLTW will supply pre-paid shipping labels. Returns must be shipped within 30-days of receipt of labels and can be included in your school's daily FedEx pick up or dropped off at a FedEx location. Return authorizations and shipping labels will become void after this period.

Items shipped without an approved RMA and PLTW-provided pre-paid shipping label will be returned to sender at sender's expense.

Once items are received and verified, a credit less the return shipping charge will be issued.

If you have any questions, please contact Product Support at productsupport@pltw.org.

Warranty

PLTW utilizes a network of dropship partners to help deliver supplies to our network schools. These products generally include end-user warranties that cover manufacturer defects. Please refer to each supplier's specific warranty information located on their website. The warranty from the supplier is your sole warranty; PLTW does not provide any additional warranties. To initiate a warranty claim, please email productsupport@pltw.org.

Shipping and Processing

Standard ground shipping and processing charges are included for all items available for order directly through PLTW. PLTW reserves the right to pass on additional shipping charges for orders shipped outside of the lower 48 contiguous states (i.e. excludes Hawaii, Alaska, and Puerto Rico).

Schools are financially responsible for any optional premium shipping services they use. Examples include, but are not limited to, expedited shipping, lift-gate service, driver assist, de-palletizing freight, driver detention, and/or inside delivery. Most commonly, schools are billed directly by the carrier for these types of charges.