

Frequently Asked Questions (FAQ)

Q. Why are filter orders handled separate from my other orders on Grainger.com?

A. Because these products are custom made and we want you to get your products quickly and accurately, we specially handle them outside the normal order flow.

Q. Will I still get an order confirmation?

A. Yes, your order confirmation will be faxed or emailed to you within 24 hours of order placement.

Q. Will I be able to use the order status or order history feature on Grainger.com to check my customer filter order?

A. No. They are placed separately from your other Grainger.com orders and will not be included with order status or history. If you have any questions on your order you may contact us via e-mail at: gpartsinfo@grainger.com

Q. Why do I need to re-enter shipping and billing information that I previously entered on Grainger.com?

A. Because this is a custom order, we require that certain information be re-entered on this order form.

Q. What is the difference between pleated and disposable filters?

A. Disposable filters are made of low efficiency fiberglass with a cardboard frame around the perimeter. These are often referred to as "furnace filters" due to their most common application. Pleated filters are made of a medium efficiency synthetic media which is pleated to increase the surface area within the filter. This media is then glued into a die-cut frame made from moisture resistant paper board.

Q. What is the difference between exact and nominal size?

A. Much like lumber products, the actual size of an air filter is slightly smaller than the size it is sold under. When ordering special sized filters it is important to confirm that the actual size quoted is the product that is needed for the application.

Q. How long will it take for my order to ship from the manufacturer?

A. Once you have submitted your order you can expect the product to ship within approximately 5 business days if the quantity is less than 50. If your order quantity is greater than 50 pieces you may receive a notice of an extended ship date via e-mail.

Q. How do I contact you about the Customer Filter Center?

A. If you have any questions about how to create your filter order, you may contact us via e-mail at: gpartsinfo@grainger.com

Q. What happens if I order the wrong size?

A. Unfortunately all custom sized filters are non-returnable. Please make sure to confirm the correct size before ordering. If you have any questions about the size, please call before ordering.

Q. I need a standard size filter. Can I still use the custom filter center?

A. The custom filter center is designed to price custom made filters and although you can request almost any size filter you like, the pricing will not reflect the more economical standard size pricing. We highly recommend that you look for the size you require within Grainger's standard offering before you order through the custom filter center.