

Our Parts Catalog currently supports our BSER, 3850M Raven, PV-2, MT and PTE/PTER, Unifirst series product lines in addition to a line of complete Portable mixers.

Note: Additional products will be loaded in the coming months.

If you require replacement parts for other PMSL products or services, please complete our [Parts Inquiry Form](#) or call us at +1.717.832.2800 or email us at CSR_AM@philamixers.com.

For help with this e-commerce site, please view our [Online Tutorial](#).

Please also check out our [PMSL Corporate Video](#).

Parts Catalog FAQ

1) What forms of payment do you accept?

We accept major credit cards through PayPal as well as uploaded purchase orders for those customers that are on account with us.

2) Are there minimum order values?

For credit card orders, there is no minimum order value whereas there is a \$200 order minimum for uploaded purchase orders.

3) What are your shipping methods?

We ship UPS Ground service, Next Day Air service, LTL Freight service and Collect. When choosing "Collect," please also specify your carrier, service and carrier's account number.

4) Do you ship internationally?

We currently only ship to the contiguous United States.

5) My company is tax exempt – how do I handle?

During account registration, please e-mail your tax exemption certificate to CSR_AM@philamixers.com and specify "For E-Commerce" in the subject heading.

6) What if the part I need isn't listed?

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7) Why must I provide a serial number?

A serial number allows PMSL internal staff to verify that spare parts you've ordered are indeed the correct parts for your unique mixer, as most are engineer-to-order.

8) How do I find my serial number?

Your product serial number is located on the nameplate attached to the mixer.



9) How do I upload documents?

During the checkout process, click on the upload documents icon as seen below. A pop-up window will appear, allowing you to browse for and select your documents to add.



10) How do I make a return?

Please contact Customer Service (+1.717.832.2800 or email us at CSR_AM@philamixers.com) prior to returning merchandise for a Return Material Authorization number. Products without return authorization numbers, original serial number or other original markings may not be returned, exchanged or warranted. To ensure full credit, less applicable shipping and restock fees, please return all accessories. After 30 days, items are not returnable except for repair or replacement per the manufacturer's warranty policy. Special order items and hazardous materials are not returnable.

11) I'm having technical trouble navigating the parts catalog – what should I do?

Please contact Customer Service (+1.717.832.2800 or email us at CSR_AM@philamixers.com)



12) I forgot my password – how do I reset?

Please click on the “forgotten your password” link on the login page and proceed to enter your e-mail address and hit “save.” This will send an e-mail to your address with login credentials. Should you run into any further difficulty, please reach out to Customer Service at +1.717.832.2800 or email us at CSR_AM@philamixers.com.

Forgotten your password? [Click here.](#)

The service will send an e-mail with Username and Password in case you forgot them.

Enter your e-mail address:

Save

13) Continuous Improvement!

We are constantly working to improve this e-commerce shopping cart for a better customer experience. Please check back often as we work to bring on additional product lines as well. Additionally, if you would like to provide feedback, please click on the [E-Commerce Survey Link](#).

