



POLICIES AND PROCEDURES

Terms & Conditions

Terms: We accept the following forms of payment: Visa, MasterCard, American Express and Discover. In addition we accept certified checks or money orders. An open account is available to qualified customers. An open account requires a minimum of \$1,000.00 of monthly purchases and a credit application must be completed and approved prior to shipment.

Returned Checks: All N.S.F. checks will be accessed a \$40.00 fee and the account will be placed on C.O.D.

Telephone Support: We are available Monday through Friday from 8:00am to 5:00pm Eastern Standard time. All orders and/or technical assistance is available and encouraged. We look forward to talking to you and answering any questions that you may have.

Pricing: All product Prices are subject to change without notice.

Order Policy: No minimum order, (Reference above for open accounts). All attempts will be made to process orders and ship within 24 hours. We stock all products for immediate delivery.

Back Orders: You will be notified within 24 hours if your order or a part of your order is back ordered. All back orders will be automatically shipped unless specified.

Fax Order Form: A Fax order form is available to assist in placing your order.

Order Tracking: We can track all orders and provide tracing information via email.

Freight Policy: We ship via UPS, Federal Express and LTL carriers. All freight/COD charges are the responsibility of the customer.

Freight Damage, Errors or Shortages: All products should be inspected upon arrival and damage claims filed with the carrier immediately. If an error, shortage or missing part is found, please call us immediately to resolve.

Returns/Exchanges: No returns on products over 30 days from purchase. All returns must be in original packaging and authorized for return with a Return Goods Authorization Number. In addition, a 20% restocking fee is in effect and customer is responsible for all freight charges. Please contact us for more details.

Refused Items: Customer is responsible for all product and freight charges if refused or undelivered.



Warranty: Product is warranted when used on a vehicle registered and normally operated within the United States or Canada, solely to the original registered owner of vehicle subject to normal use for three (3) years or 36,000 miles, whichever comes first, to be free of manufacturer's defects from the original date of purchase. In the event of any such defect discovered during the above period, owner must immediately bring vehicle at own expense, to an Authorized Service Center during regular business hours. Through such a service center, repair or replace, within thirty (30) days, all parts found to be defective and subject to such warranty. Specifically does not warrant installation, assembly, replacement labor, freight, paint or painting processes. This warranty covers only parts unassembled and specifically does not cover assembly or other work performed by the installer. Agents, employees, representatives or installers are not authorized to change this warranty in any way or to grant any other warranty. This warranty does not apply to any product that has been subject to misuse, abuse, negligence, accident, flood, fire, or other acts of God nor does it cover inconvenience, loss of time, or loss of vehicle use. Neither assumes nor authorizes anyone else to assume for it, any other obligation or liability.

All Warranty service is to receive prior authorization from the Parts & Service Department.