

RETURN/EXCHANGE POLICY

Return/Exchange Period is **30 Days From Your Invoice Date With Prior Authorization**. **No refunds, exchanges or credits will be issued after this 30 day period. NO Exceptions.** Notify by phone at (352) 344-4329 or by letter if a product is being returned and state the reason why.

No returns will be accepted without prior authorization. Unauthorized and/or COD returns will be refused.

All returns must be accompanied by the ORIGINAL INVOICE. No photocopies or letters will be accepted.

Receipt of Order: Inspect your merchandise immediately upon receipt. Notify us of any shortages or discrepancies in your order within **3 days of receipt**. No claim after that.

We cannot accept returns on Special Orders, such as carpet sets, books, decals. etc.

The customer is responsible for returning parts in the same condition they were received with proper packaging and **shipping prepaid**. **Any Sealed** package must **NOT be opened**. It must be returned in the same **Sealed Condition**.

All Shipping Must Be Prepaid On Any Return.

No Refunds or Exchanges on Electrical Parts, Books or Decals.

All Returns are Subject to a 10% Re-Stocking Charge. No Exceptions.

DAMAGED SHIPMENTS

If your package is damaged in transit to you, please notify the carrier (UPS, Post Office, truck company, etc.). Delivery is the responsibility of the carrier. Do not return the damaged part to us. **The Customer Must** File a damage report with the delivering carrier and receive a claim number. If a damaged part is returned without filing a claim, the carrier will not be responsible and your loss will not be covered. All shipments are insured for their full value when they leave our Company.

ORDER CANCELLATIONS

1. If you cancel a credit card order that has been processed within 24 hours that has not been shipped, an \$8.00 cancellation fee will be charged.
2. If the credit card order has already been shipped to you and you then cancel the order, the parts will have to be returned at your expense and a 10% re-stocking charge and an \$8.00 cancellation fee will be charged.
3. If you cancel the credit card order after the item has been shipped and you refuse delivery, the cost to ship and return the item to us by the delivery company, a 10% re-stocking charge and an \$8.00 cancellation fee will be charged.

* THERE ARE NO EXCEPTIONS *

WARRANTY

All merchandise is sold without warranty, either express or implied except that your satisfaction is guaranteed on all parts used or installed as originally intended.

PARTS INQUIRIES

We will be glad to answer any parts supply or availability questions. Either call or enclose a Self-Addressed Stamped Envelope with your inquiry to receive a reply. Do Not Fax Parts Inquiries.

FAX LINE

Our FAX line is for Parts Orders Only. Please do not Fax parts inquiries or technical questions. These can only be answered by mail with a Self-Addressed, Stamped Envelope or by telephone inquiry.

TELEPHONE HOURS

9 A.M. to 6 P.M. Eastern Time Monday through Friday
9 A.M. to 1 P.M. Saturday
CLOSED SUNDAYS AND HOLIDAYS

PLEASE – NO SHOP VISITS

We do not have any retail or counter sales. We are a Warehouse and handle telephone or mail orders only. Because of insurance and local licensing, shop visits are not possible. Please do not ask.

MAIL ORDER ONLY

Pictures in this Catalog are not exact representations of each part but are used for general reference only.

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