

## ORDERING AND SHIPPING INFORMATION

### UNITED STATES SHIPPING CHARGES

Orders \$1.00 to \$120                      Include \$12.00 Shipping  
Orders 120.01 and Up                      Include 10% of Total Order

Except:	Carpet Sets	Add \$25 Oversize Shipping
	Firewall Pad	Add \$25 Oversize Shipping
	Side Panel Boards	Add \$25 Oversize Shipping
	Rear Package Trays	Add \$30 Oversize Shipping
	Fuel and Brake Lines	Add \$35 Oversize Shipping
	Dash Pad Overlays	Add \$30 Oversize Shipping

Next Day Air, Second Day Air and 3 Day Select Services are Available at Additional Costs. Please Inquire.

### ALASKA, HAWAII AND PUERTO RICO:

Orders \$1.00 to \$100.00                      Include \$25.00 Shipping  
Orders \$100.01 And Up                      Include 25% of Total Order

FLORIDA RESIDENTS:                      Add 6% Sales Tax to Parts Total

PHONE ORDERS:                              (352) 344-4329  
Master Card, Visa  
Parts are Shipped by 9 AM the next working day

FAX ORDERS:                                 (352) 344-0015 (This Number is For Parts Orders Only)  
Master Card, Visa  
Parts are Shipped by 9 AM the next working day

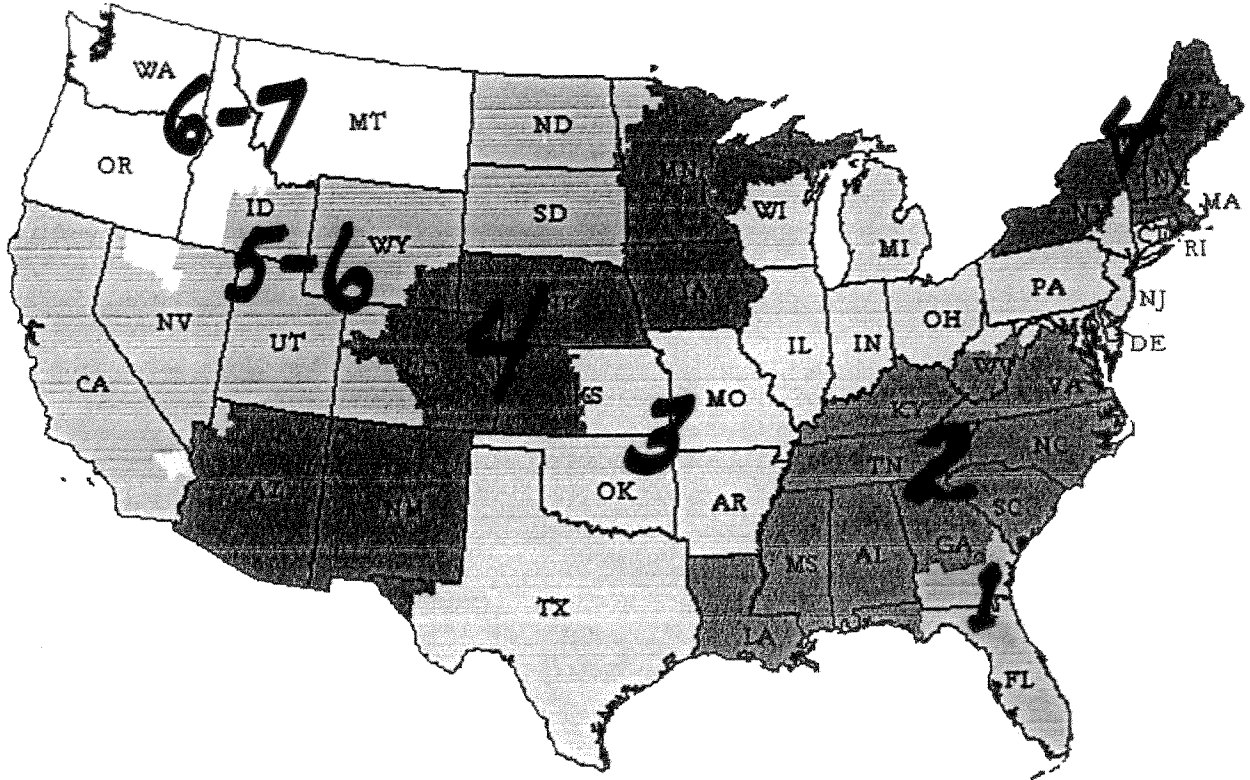
MAIL ORDERS:                                 Money Order, Bank Checks, Certified Checks, Credit Cards (Visa or MasterCard).  
Parts are shipped by 9 AM the next working day.  
Personal or business checks are gladly accepted but all checks are held for ten (10) working days before shipment of parts. You will be notified of shipping date by mail.  
There is no exception to this rule.

IMPORTANT!                                      We must have a Street Address for all orders.  
We cannot ship to a P.O. Box (Post Office Box) number.  
We must have a Day Time Telephone Number for all parts orders. All orders are shipped by UPS.

**MAP SHOWING APPROXIMATE DELIVERY TIME**

**TIME-IN-TRANSIT MAP**

Time-in-Transit from: *FLORAL CITY, FL 34436*



The Map above will show you the approximate delivery time from Florida to your location. Scheduled shipping days are listed as working days. Saturdays, Sundays and Holidays are not considered working days. UPS rural deliveries will add 1 to 2 days to listed in-transit time.

Canadian delivery time is approximately 4 to 8 working days depending on Province and location.

**CANADIAN SHIPPING CHARGES**

All Canadian Orders MUST BE in U.S. FUNDS

Orders \$1.00 to \$150	Include \$30.00 Shipping
Orders 150.01 and Up	Include 20% of Total Order

Customs, Duty and Brokerage Charges are NOT included on any order. These are paid by the customer upon delivery.

**PHONE ORDERS:** (352) 344-4329  
Canadian phone orders can only be accepted with the use of Master Card or Visa. Parts are Shipped by 9 AM the next working day.

**FAX ORDERS:** (352) 344-0015 (This number is for Parts Orders Only)  
Master Card or Visa accepted  
Parts are Shipped by 9 AM the next working day

**MAIL ORDERS:** All Canadian orders must be pre-paid in U.S. Funds or by Master Card or Visa. We do not accept any Canadian currency or checks not in U.S. Funds.

**IMPORTANT!** We must have a Street Address for all Orders. We cannot ship to a Post Office Box Number. We must have a Day Time Telephone Number for all parts orders. In most cases orders are shipped by UPS

**INTERNATIONAL ORDERS:**

South America, Europe, Japan, Australia, New Zealand, etc.

We ship all packages by either UPS or postal service using Air delivery only. This minimizes delivery time. Please inquire about your particular shipping cost before placing an order.

Customs, Duty and Brokerage Charges are NOT included on any order. These are paid by the customer upon delivery.

**FAX AND MAIL:** FAX # (352) 344-0015

If you will either Mail or Fax your order to us with the items needed, we can then let you know either by mail or Fax the exact total including shipping that you will need to remit to us.

Please do not use the Fax line for any type of parts inquiry. It is for parts orders only.

**MEXICO: We are no longer able to ship packages to Mexico.**

## 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.

**PRICES SUBJECT TO CHANGE WITHOUT NOTICE**

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