Company Policies

General Policies

Our merchandise is available for pick up at one of our locations or we can ship it anywhere in the country. We accept cash, checks, and credit cards for payments. We verify all checks at the time of purchase. There is a $25.00 fee for all returned checks. After two or more returned checks, accounts must be paid on a permanent cash basis. **Special orders** require payment in full before we order it. **There are no refunds on special ordered items.**

Return/Warranty Policies

General Provisions

A. We have a standard 20% restocking fee.
B. All returns must have a return authorization number. (R.A. Number)
B. R. A. Numbers can be obtained by calling the salesman you ordered the part from. Your invoice number and part number will be required.
C. Return authorization numbers are void 30 days after issue.
D. As a general rule, all customers will receive store credit for future purchases.
E. If you paid by check, and you want a check refund instead of store credit, we must wait for your check to clear our bank.
F. There are no refunds on painted merchandise or any merchandise that has been altered from its original condition.
G. **There are no refunds on special orders.**

Defective Merchandise

Factory All warranties on the products sold are those made solely by the manufacturer and they shall be the sole judge of all warranties. Merchandise returned to us will be held for evaluation by a representative of the manufacturer before any credit will be given. Credit or replace ment on valid warranties will be per the manufacturer. This includes shipping and installation expenses. Merchandise that the manufacturer chooses not to warrant, will be returned or disposed of per your instruction.

CAUTION: Even if the product is defective, proper care and re-packaging is required for full credit.

Non-Defective Merchandise

Sometimes we ship the wrong product or our customer orders the wrong product. Whichever, the bottom line is that you want to return the product. **We will take the return with no restocking fee up to 10 days provided the box has not been opened - 11-20 days we charge a 10% restocking fee and 21-30 days we charge a 15% restocking fee. After 30 day our standard 20% restocking fee applies.**

Any opened box automatically has a 20% restocking fee. An opened box means that we have to have one of our people open it and inspect it before we can put it back on the shelf for resale. No one wants to buy something from us that another company returned without us inspecting it. **Before opening a box to simply show a customer, decide if it is something you would want to keep for display or if you want to pay the 20% restocking fee for returning an opened box.**
It is your responsibility to make sure it is the correct part you ordered BEFORE you open the box.

Opening the box allows damage to occur in which case we will not be able to take back even with a restocking fee. The reason is that we cannot sell a damaged product as new to any customer. Step bars are a great example of this - We get back opened boxes of step bars and the hardware inside is not repackaged adequately so it slides around and scratches the bars. We cannot sell these bars as new and the manufacturer will not give us credit; therefore, we will send the product back to your shop or dispose of it for you without any reimbursement.

Freight Claims and Returns

All merchandise is shipped either in unopened, original factory boxes or it is inspected by us before repackaging and shipping. The carrier who delivers the merchandise to your door is responsible for loss and damage. Acceptance of the shipment by the carrier is acknowledgment that the articles delivered to them were in good condition and properly packed. Please inspect all merchandise before you sign the freight bill. Your signature indicates that everything is in good condition. **Look** for any visible damage at the time of delivery and have the driver note the nature and extent of the damage on the freight bill. Immediately, notify the carrier's office, do not assume the driver will report it, and file a claim. After contacting the shipper, contact our office to report the damage. If damage is discovered later when the merchandise is unpacked, call the carrier's office immediately and ask to have it inspected. This is called concealed damage. Do not destroy packing materials until after the freight company makes its inspection. **Check** the number of cartons delivered with the quantity shown on your receipt. If the quantities do not tally, have the driver note the shortage on the freight bill. All shortages must be reported to us within three days. The carrier may pick up merchandise after settling a claim or return it to us for filing the claim.

Freight damage by Trucking Companies: It is your responsibility to notify the freight company of any damage, either visible or concealed. We will reship your merchandise immediately, but we will have to invoice you. You will be reimbursed by the freight company.

Freight damage by UPS - It is your responsibility to notify UPS of any damage, either visible or concealed. Notification to UPS will start the claim process. After you contact UPS, call our office to report the damage. We will file the claim and issue your credit upon receipt of the claim.

Freight damage on Our trucks

1. Do not accept merchandise that you know is damaged. We will replace it.
2. Hidden Damage - It is your responsibility to inspect your merchandise in a timely manner. We will allow seven (7) days for you to notify us of any damaged merchandise. After that time, we must assume that the damage occurred at your shop.

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