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Ordering & Shipping

Ordering

GENERAL INFO -

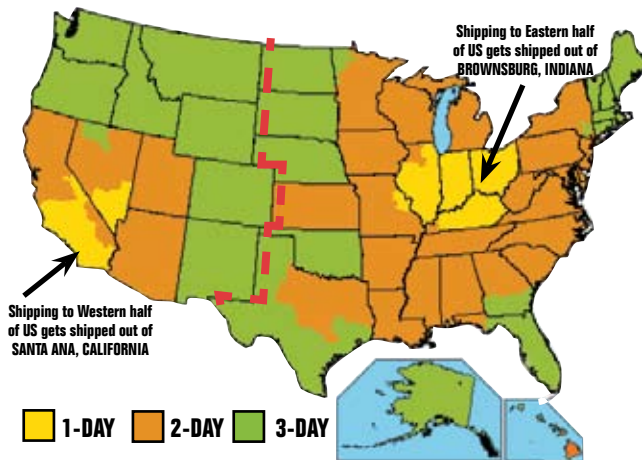
ORDERING INFO -

SHIPPING -

PAYMENT METHODS -

RETURN POLICIES -

NOW SHIPPING FROM INDIANA! GET YOUR ORDER FASTER, AND FOR LESS!



**MOST ORDERS DELIVERED WITHIN 3 BUSINESS DAYS OR LESS.
JUST ANOTHER REASON TO BUY DANCHUK**

We now have a second shipping facility in Brownsburg, Indiana which means most orders will be delivered within 3 business days or less within the U.S. Shipping from both California and Indiana means we're practically within arms reach of you. Orders shipping to the Western third of the country will continue to be shipped from our California facility, and shouldn't take more than 3 business days via UPS ground to deliver that perfect chrome trim piece you need for the show on Saturday. Orders shipping to the Mid-West, South and NorthEast portions of the country will now be shipped from our Indiana facility, and again in most instances, can be delivered by UPS within 3 business days. Not only will you save time, don't forget savings in your wallet. Because Danchuk has and always will only charge actual shipping costs, and since most orders will be shipped a shorter distance, the shipping savings are passed on to you.

Hours

Monday - Friday: 7:00 AM - 4:00 PM PST
Saturday: 8:00 AM - 2:00 PM PST

Phone Lines

Order Line: (800) 854-6911

Inquiry/Tech Assistance: (714) 751-1957

Fax Line (24 Hours): (714) 850-1957

Web site: www.danchuk.com

E-mail: info@danchuk.com
orders@danchuk.com
custserv@danchuk.com

Ordering Information

Thank you for relying on Danchuk. We are equipped to receive your orders by telephone, mail, fax, e-mail, or in person. Due to handling costs, orders must meet a \$10 minimum. Most orders are shipped within 24 hours, and we offer a rush service for those in a real hurry!

Telephone Orders: Our toll-free order lines serve all 50 US states and Canada.

Mail Orders: Order forms are provided for your convenience at the back of the catalog. Please provide a complete address, shipping address (if different), home telephone with area code, method of payment, and a complete vehicle profile. California residents add 7.75% sales tax.

Fax Orders: If you have a fax machine, you may place your orders on our fax line 24 hours a day, 7 days a week.

Online Ordering: You may place your order over the internet via our online order form. This can be accessed at our web site at www.danchuk.com.

Ordering in Person: Feel free to visit our showroom in Santa Ana, California during the hours listed above. Take a look at the many parts we have on display in our showroom and pick up what you need. If an item you want to order is on backorder, we will gladly call you when the part comes into stock and you can come back to pick it up. If you prefer to have the backordered part shipped to you, actual shipping charges will be applied.

Counter Customers/Will Call Orders: Please feel free to phone, fax or e-mail your order to us before coming in to our showroom to pick it up. We will hold your will call order for 72 hours before we have to cancel the order.

Backorders: If an item is out of stock at the time you place your order we will keep it on backorder and ship it to you as soon as it becomes available, unless you specify otherwise. All backordered items incur actual freight on them when they ship regardless of how the order was originally placed (in person, through the mail, over the phone, fax or internet). Please note: If your backorder is shipped COD, you will be charged the \$9.00 COD tag fee plus actual freight charges. If you prefer to avoid the COD tag fee on backorders, please provide us with a credit card number to which we can charge the backorders, or ask that your backorders be canceled. We reserve the right to cancel backordered items on international orders if the cost of shipping them would be prohibitive. Customers whose backorders are canceled by Danchuk will be notified of the cancellation. If you do not wish us to backorder items for you, please inform us at the time you place your order.

Special Order Items: Orders for upholstery items (such as seat covers, headliners, some carpets and door panels), some A/C units, and others items are special ordered and must be prepaid. A signed waiver form for all special order upholstery

items is required at time order is placed. Please see interior order forms at the back of the catalog. Also, upholstery orders are charged a \$10 handling fee which is charged to us by our vendors. We can only accept returns of special order items if the items are damaged or defective.

Drop Ship Orders: Some parts lines we carry, such as glass and carpets are too extensive to warehouse at our facility so we drop ship them directly to you from our vendors. Drop ship orders must be prepaid and will incur a \$5.00 drop ship fee in addition to the freight charges noted throughout the catalog. All freight charges quoted in the catalog are for destinations within the 48 contiguous states only. Please call for freight quote for Alaska, Hawaii, Puerto Rico and all international destinations.



Methods of Payment

MasterCard, Visa, American Express and

Discover: Please provide the card number, expiration date, cardholder's name, and credit card billing address, and on mail orders, the cardholder's signature. Your account will not be charged for any item until that item is shipped.

Check or Money Order: Your personal or company check is welcome, but may be held up to 10 days for clearance. Your check or money order must be in US funds, and drawn on a US bank. There will be an \$10 service charge for all returned checks.

COD: Your Collect on Delivery order is welcome from all 48 contiguous states. Someone must be at the shipping address to pay for the order at the time of delivery. All orders must be paid for by check or money order and must include the valid home telephone number of the check writer. All checks will be pre-approved before the order is shipped. No COD orders will be shipped to P.O. boxes.

Shipping Charges

Charges are added to your order total and are based upon your method of payment.

Visa, MasterCard, American Express & Discover: Actual shipping charges will be charged to your card account.

Check or Money Order: If your shipping destination is within the 48 contiguous states, please add shipping and handling charges of 10% of the order total (\$10 minimum) to your payment. If your order contains oversized parts (see "Oversized Items" explanation at right), please add 10% of the order total (\$10 minimum) plus the appropriate oversized item charge to your payment. If your shipping destination is outside these areas, or you wish to utilize a more expedient shipping method, please contact us for an estimate of the charges.

COD: Orders shipped ground services are charged a \$9.00 COD tag fee per package, plus actual shipping charges. Orders shipped FedEx Air are charged \$8.50 per package, plus actual shipping charges.

The COD total is evenly split among multiple package shipments and each box is shipped COD. If your COD order contains any backorders, you will also be charged the appropriate COD tag fee, plus actual freight charges when the backorder ships. If you prefer to avoid the COD tag fee on backorders, please provide us with a credit card number to which we can charge the backorders, or ask that your backorders be canceled.

General Information: For the safest and most economical shipping method, specify a business address for us to ship to.

Rush Services: If you need your parts right away, we have a rush service available to customers in the US and many foreign countries. Rush orders must be placed by 11 AM Pacific time, and paid for by credit card. We will ship your rush order via the air service you select (see Shipping Methods, on this page) for the actual shipping cost.

Oversized Items: Oversized items are those which exceed the normal size and/or weight limitations of our selected carriers and are therefore charged an additional fee to ship. Those items are noted throughout our catalog using the "O/S1", "O/S2" and "O/S3" symbols. Please refer to the following sections for more information pertaining to oversized items.

O/S1 **O/S1:** All carriers charge an additional fee for oversized items so it is therefore necessary for you to pay an additional amount when purchasing O/S1 items. The actual charges will be added to your credit card or COD order. If you choose to send us a personal or company check or money order, please add 10% of the order total (\$10 minimum) plus \$5 for each O/S1 item ordered. This fee applies to all shipping methods and all carriers.

O/S2 **O/S2:** Size limitations imposed by all carriers result in an additional fee over and above the O/S1 rate to be charged to some items we carry. The items affected are noted throughout this catalog using the "O/S2" symbol. The actual charges will be added to your credit card or COD order. If you choose to send us a personal or company check or money order, please add 10% of the order total (\$10 minimum) plus \$10 for each O/S2 item ordered. This fee applies to all shipping methods and all carriers.

O/S3 **O/S3:** Size limitations imposed by all carriers result in an additional fee over and above the O/S1 rate to be charged to some items we carry. The items affected are noted throughout this catalog using the "O/S2" symbol. The actual charges will be added to your credit card or COD order. If you choose to send us a personal or company check or money order, please add 10% of the order total (\$10 minimum) plus \$15 for each O/S3 item ordered. This fee applies to all shipping methods and all carriers.

A/R **Additional Handling:** In addition to the items that are considered oversize (O/S1, O/S2 & O/S3) by our carriers, there are also some items that are charged an additional handling charge. These items are noted throughout the catalog using the "A/H" symbol. If you pay for your order using a credit card or have it sent COD, any additional handling charges will be added to your order total. If you

choose to send us a check or money order, please add \$6.00 for each A/H item you order. If an item is marked O/S1 and A/H, you will need to add an additional \$10.00 to your order total to cover these shipping charges.

T/F **Truck Freight:** Some items are too large to be shipped UPS, FedEx Ground or Air, or US Mail and need to be shipped truck freight. These items are noted throughout our catalog using the "T/F" symbol. These items are charged a \$10 handling fee to offset the packaging costs unless they are drop shipped from our vendor, in which case the packaging fee is waived, and you are charged only the drop ship fee. Orders requiring truck freight shipment must be prepaid using a credit card, personal or company check or money order. Also, according to the truck freight companies we utilize, if there is no one at the delivery address to assist the driver with the unloading of the box, you will be charged a \$50 fee in addition to the freight charges already incurred. Please call for an estimate of the truck freight charges.

Shipping Outside the 48 States

Hawaii, Alaska, US Territories and Possessions: If you prepay your order with a check or money order, please add shipping and handling charges of 15% of the order total (\$15 minimum). Your order will be shipped via UPS ground. If you prepay in this manner and wish to use an alternate shipping service, please call, e-mail or fax for a shipping quote.

All Foreign Countries: Please indicate the shipping method you wish to use. If you do not specify a shipping method, or if we cannot use the one you choose, we will select the method we feel offers the best balance of speed, cost, and reliability. UPS International, FedEx International, DHL and UPS Ground (Canada only) services are available.

Customs and Duty Charges: Orders to foreign countries may incur customs and duty charges, customs broker fees, and other charges related to the importation of merchandise. All such charges are the responsibility of the recipient.

Insurance: All orders shipped to international destinations, regardless of shipping method, will be insured for the full amount of the parts ordered. The cost of the insurance will be added to your order.



Shipping Methods

UPS Ground: This service is available to all addresses within the 50 states and Puerto Rico featuring guaranteed delivery between 1 and 5 business days. When possible, please provide us with a commercial address where we can ship your order. UPS charges a nominal fee for delivery to residential and/or rural areas. In addition to UPS, we offer a variety of other shipping methods for rush

(air) shipments and international shipments including FedEx, DHL. When you pick one of the following rush services, we will ship it via UPS unless you specify another method.

UPS 3 Day Select: This cost effective service guarantees delivery to addresses within the 48 contiguous states by the end of the 3rd business day.

UPS 2nd Day Air: This service guarantees delivery to all addresses within the US and Puerto Rico by the end of the 2nd business day.

UPS 2nd Day Air AM: This service guarantees delivery to most commercial addresses by 12:00 the 2nd business day. It is not available to all destinations. Please call for further information.

UPS Next Day Air Saver: This service guarantees delivery to most commercial addresses by 4:30 the next business day and by the end of the day to most residential addresses.

UPS Next Day Air: This service guarantees delivery to most US and Puerto Rico addresses by 10:30 the next business day. Packages shipped on Fridays can be specified for Saturday delivery for an extra \$12.50 per package in addition to regular shipping charges.

UPS Worldwide Express: This service guarantees delivery by 10:30 the next business day to most major cities in Canada and by the end of the next business day to more remote areas in Canada. It also guarantees delivery by 10:30 the 2nd business day to most major business centers in over 700 European cities and by the end of the 2nd business day to other destinations. Please call for further information.

UPS Worldwide Expedited: This service guarantees delivery within 3 business days to most address within Canada and Mexico. Most other international addresses receive shipment within 4 business days.

Other International Air Freight: We do business with several international air freight companies in addition to UPS. We use them only for orders containing items too large to ship via UPS (see "Oversized Items," at left). Delivery time is seven to ten days.

Truck Freight: Used for orders within the 48 states which contain oversized items (see "Truck Freight Items," at left). Delivery time is seven to ten days.

United States Mail Service: Due to an increasing number of lost and/or untraceable packages we have experienced with shipping packages through the US Mail Service, we will no longer offer this as an option for shipping packages to any destination. We feel that using the other carriers who are more reliable and offer guaranteed delivery times is ultimately the most beneficial method for our customers.

Returns and Exchanges

Returning Parts: If you need to return a part to us for any reason, please call before shipping the part back to us. We will discuss the problem and issue a Return Merchandise Authorization number. Please place the RMA number on the outside of the box and include a copy of your receipt. No returns will be accepted without an RMA number. All returns must be shipped with the freight prepaid, properly packed

and insured for the full value of the part. Returns sent to us COD will NOT be accepted. Unless the part is defective, or we shipped it to you in error, you will be responsible for all shipping charges incurred. You also may be subject to a 20% restocking fee. Returns made within 30 days of purchase will be refunded in the original payment form, provided part(s) is unopened and in sellable condition. Returns made after 30 days of purchase will be given store credit, unless item is defective. No returns accepted after 90 days.

Non-Returnable Items: The following items may not be returned for refund or credit: carburetor kits, books, literature, decals, video tapes, all electrical items, and all special order items. Should you receive a defective item, we will be happy to replace it. Some items will need to be sent to the manufacturer for warranty repair (i.e. radiators, stereos, power boosters, etc.).

Damaged Shipments: Please inspect your package immediately upon receipt in the presence of the delivery person. Examine the box for any visible outside damage, as well as the parts inside for any hidden damage that may have occurred during shipping. In the rare event that your package is damaged in transit, you must file a claim with the delivery company immediately, as most delivery companies have set time limits on damage claims notifications. Failure to do so may result in the loss of your claim. Do not send the package back to us. The delivery company will send a representative out to your location to examine the package and its contents so it is very important that you retain all packaging until the claim is settled.

Parts Ordered In Error: If, upon receipt of your order, you determine that you have ordered the wrong part, or you decide that you no longer want the part you ordered, please call us immediately. We will be happy to exchange the item you ordered for the correct item or give you store credit if you notify us within 30 days of delivery. You will be responsible for all shipping charges incurred. You may be subject to a 20% restocking fee.

Defective Parts: If we have shipped a defective part to you, please call us immediately. We will be happy to exchange the item or refund your money in full within our 90 day guarantee period. Please see "Non-Returnable Items" above.

Parts Shipped in Error and Shortages: Again, please check all packages immediately upon receipt and notify us within 10 days of delivery if you discover an error or shortage. We will ship the correct item to you or give you store credit for the price of the missing part if we are notified within 10 days of delivery.

Undelivered Shipments: UPS and most other carriers will leave a notice at the shipping address and/or return on another day to attempt delivery if they are unable to deliver your shipment to the specified address. If they are still unable to make delivery, the package will be returned to us. We will then contact you to make further arrangements. If you refuse a shipment of parts which you ordered from us, or if you do not pay the carrier the amount due on a COD order, the package will be returned to us. We will then

contact you to make further arrangements. In any of the above events, you will be required to pay the shipping charges incurred before we will reship the order or ship any new orders. Customers refusing to pay for a COD delivery will be required to prepay all future orders. You may also be subject to a 20% restocking charge.


Pricing

Danchuk is committed to providing you with the highest quality parts at the lowest prices possible and we will make every attempt to honor the prices in this catalog. Unfortunately, there are times when doing so is beyond our control. Therefore, the prices in this catalog are subject to change without notice.

General Information

Guarantee: All of our parts are guaranteed for 90 days to be free of defects in materials and workmanship. Of course, this guarantee does not apply in the event of any misuse, neglect, or improper installation. Your remedy is limited to Danchuk replacing any defective product sold to you. In no event will Danchuk's liability exceed the purchase price paid to Danchuk for the products. Danchuk expressly disclaims all warranties not expressly stated herein. Danchuk makes no warranties, express or implied, as to any product's merchantability of fitness for any particular purpose. Buyer is solely responsible for determining the proper application and use of the products. Danchuk will have no tort liability to buyer with respect to any of the products and will not be liable to buyer or any other party for loss of property, special, incidental, consequential, or punitive damages arising out of the use or inability to use the equipment in which the product is installed, or indirect or other similar damages arising from breach of warranty, breach of contract, negligence, or any other legal theory, even if Danchuk or its agent has been advised of the possibility of such damages.

General Policies: Modification of a vehicle in any way may require corresponding modifications to other systems to achieve desired performance and necessary safety. We recommend that you seek professional advice and/or assistance with any modification. Danchuk Manufacturing, Inc. reserves the right to change all prices, terms, specifications, and other information without notice. The information in this catalog is compiled from sources that we believe to be reliable, but the accuracy thereof is not guaranteed. Please call if you have any questions or think that there is a discrepancy. The information and policies herein supersede all preceding information and policies.

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