

# 18. Ordering & Shipping

The Ordering and Shipping section is where you will find information regarding how you can place an order with us, and what our shipping policies are. We also cover what shipping methods are available to you whether you are shipping in the contiguous 48 states, or somewhere like Japan, Australia, Canada, Mexico, Europe, or anywhere else on the globe. We ship worldwide.

We explain how our shipping charges work, what methods of payment we accept, (check, money orders etc.) and how we handle things like backorders, returns, exchanges, special order parts, drop ship orders, defective parts, and damaged shipments. We also cover what our policies are regarding these things and any fees that you may incur.

Also, you will find operating hours for our Santa Ana, California location, as well as the phone numbers, fax numbers and email addresses that you can use to contact us. All this is covered in the Ordering and Shipping section.

**EAST COAST HOURS:****MONDAY - FRIDAY: 10:00 AM - 8:00 PM EST****SATURDAY: 11:00 AM - 5:00 PM EST****WEST COAST HOURS:****MONDAY - FRIDAY: 7:00 AM - 5:00 PM PST****SATURDAY: 8:00 AM - 2:00 PM PST****PHONE LINES:****ORDER LINE: (800) 854-6911****FAX LINE (24 HOURS): (714) 850-1957****INQUIRY/TECH ASSISTANCE: (714) 751-1957****NO TECH CALLS TAKEN FROM: 12:00 Noon - 1:00PM PST****ONLINE:****WEB SITE: WWW.DANCHUK.COM****E-MAIL: INFO@DANCHUK.COM****ORDERS@DANCHUK.COM****CUSTSERV@DANCHUK.COM****SOCIAL MEDIA: DANCHUKUSA**     **ORDERING INFORMATION:**

Thank you for relying on Danchuk. We are equipped to receive your orders by telephone, mail, fax, e-mail, or in person. 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 and Fax Orders:** Please provide a complete billing address, shipping address (if different), home telephone with area code, method of payment, email and a complete vehicle profile. Also, please call for freight charges prior to mailing in your order. If you have a fax machine, you may place your orders on our fax line 24 hours a day, 7 days a week. California residents must add applicable sales tax.

**Online Ordering:** You may place your order over the internet via our website, [www.danchuk.com](http://www.danchuk.com).

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

**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.

**Backorders:** If an item is out of stock at the time you place your order we will put it on backorder. When the item becomes available, we will contact you via phone and/or email to confirm you still want the item shipped to you. If we are unable to reach you, customers have 5 business days to call or reply to our message(s). If we do not receive a reply from the customer after 5 business days, the order will be canceled. All backordered items incur applicable shipping on them when they ship regardless of how the order was originally placed (in person, through the mail, over the phone, fax or internet). 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, glass and other items are special ordered and must be prepaid. A signed waiver form for all special order upholstery items is required at the time the order is placed. 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, carpets, upholstery, chassis, bodies, engines, and some sheet metal 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 may incur a small drop ship fee in addition to the shipping charges noted throughout the catalog. All shipping charges mentioned in the catalog are for destinations within the 48 contiguous states only. Please call for a shipping 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, CVV security code, 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 Orders/Cashier's Checks:** Your personal or company checks, money orders or cashier's checks are welcome, but may be held up to 10 days for clearance. All forms of payment must be in US funds, and drawn on a US bank. There will be a \$35 service charge for all returned checks.

**PayPal:** We have now added PayPal for your convenience.

**Gift Cards:** Danchuk Gift Cards can be purchased via phone or in person and can be used towards parts and taxes on phone and walk-in orders.

**Walk-In Cashier's Checks:** Due to our check verification system, we can no longer accept cashier's checks from our walk-in customers.

**C.O.D. :** We no longer offer C.O.D. service.

#### SHIPPING CHARGES:

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

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

**Check, Money Orders or Cashier's Checks:** Please contact us for shipping charges prior to sending a check, money order or cashier's check.

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

**Free Shipping Promotions:** In the event Danchuk offers a free shipping promotion, only parts without the oversized, overweight, additional handling or truck freight symbols are eligible to ship ground for free to the contiguous 48 US states only (end users only). Any orders with parts designated as oversized, overweight or additional handling will ship separately, and the customer will be charged normal shipping costs for these designated parts. For internet orders, Danchuk charges shipping upfront, and refunds shipping after review, if order qualifies. Please call customer service with any questions regarding your order.

**Rush Services:** If you need your parts right away, we have rush services available to customers in the US and many foreign countries. Rush orders must be placed by 10 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 next page) for the actual shipping cost.

**O/S Oversized and Overweight Items:** Oversized and overweight items are those which exceed the normal size and/or weight limitations of our selected carriers. Our shipping carriers charge additional fees for all oversized and overweight items which incur additional charges for customers and make these parts ineligible for any free shipping promotions. O/S charges are normally between \$12-\$20 extra per package. Please note that some exhaust systems will incur a flat shipping charge of approximately \$175 to the contiguous 48 US States.

**T/F Truck Freight:** Some items are too large to be shipped FedEx and need to be shipped truck freight. These items are noted throughout our catalog using the T/F symbol. Orders requiring truck freight shipment must be prepaid. Also, there can be occasions where we are charged additional fees over and above the cost of the transportation. These include, but not limited to, an additional charge for residential delivery, liftgate delivery, re-delivery, if shipment exceeds 180 pounds and/or if no one is available at the delivery address to assist the driver with the unloading of the shipment. Each of these issues can incur an additional fee per incident in excess of \$50 each. In the event that we are charged additional fees by the trucking company, we may contact you to arrange payment for the additional fees incurred. Please call customer service for an estimate of truck freight charges. **IMPORTANT: Please inspect all truck freight shipments for concealed damage before signing the freight bill. If driver refuses to allow inspection, then note when signing freight bill and ask driver to initial. Damage claims cannot be made after freight bill has been signed.**

#### SHIPPING OUTSIDE THE 48 STATES

**Hawaii, Alaska, US Territories and Possessions:** Most orders ship FedEx or USPS Priority Mail, depending on the size and weight of your order. Alternate shippings services can be used, if desired. Please call customer service for a shipping quote for your order.

**All Foreign Countries:** We welcome international orders! 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. Typically, we ship via FedEx or USPS Priority Mail. We can also ship your order to your freight forwarder.

**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

**FedEx Home Delivery (Residential Ground Service):** This service is available to all residential addresses within the 50 states and Puerto Rico featuring guaranteed delivery between 1 and 5 business days (3-7 business days to Alaska & Hawaii depending on location). Delivery is between 9 am and 8 pm Monday through Saturday. FedEx Home Delivery

picks up Monday - Friday. When possible, please provide us with a business (commercial) address to where we can ship your order. FedEx charges a nominal fee for delivery to residential addresses.

**FedEx Ground (Commercial Ground Service):** This service is available to all commercial addresses within the 50 states and Puerto Rico featuring guaranteed delivery between 1 and 5 business days (3-7 business days to Alaska & Hawaii depending on location. You will need to provide a business (commercial) address to ship via FedEx Ground Commercial.

**FedEx International Ground (Service to Canada):** This economical service is day-definite delivery to Canada typically in 2-7 business days with delivery by the end of the business day. Customs and brokerage fees apply. Please call for more information.

**FedEx Express Saver (3-Day Service):** This cost effective service guarantees delivery within the 48 contiguous states by 4:30pm of the 3rd business day to commercial addresses. Delivery to residential addresses is by 8pm of the 3rd business day. Not available to Alaska & Hawaii.

**FedEx 2nd Day:** This service guarantees delivery to all 50 US states the 2nd business day by 4:30pm to most commercial addresses and by 8pm to residential addresses, and delivery in 3 business days for certain shipments to Alaska and Hawaii. Saturday delivery is available for an additional \$16 charge per package.

**FedEx Standard Overnight:** This service guarantees delivery to all 50 states the next business day by 3pm to most areas and by 4:30 pm to some rural areas and by 8pm to residences. Saturday delivery is available for an additional \$16 charge per package.

**FedEx Priority Overnight:** This service guarantees delivery to all 50 states the next business day by 10:30am and by noon, 4:30pm or 5pm to some rural areas. Delivery in 2 business days for certain shipments to Alaska or Hawaii. Saturday delivery is available for an additional \$16 charge per package.

**FedEx International Economy:** This service delivers typically in 2-5 business days to more than 215 countries and territories. Delivers typically in 2-3 business days to most major markets in Canada, Mexico and Puerto Rico. Please call for more information.

**United State Postal Services available.**

**Other International Air Freight:** We do business with several international air freight companies in addition to FedEx. We use them only for orders containing items too large to ship via FedEx (see "Oversized Items," on page 725). Delivery time is seven to ten days.

**Truck Freight:** Used for orders within the 48 states which contain items larger than "oversized" that require a Truck Freight company to deliver (see "Truck Freight Items," on page 725). Delivery time is seven to ten days.

#### 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 would like to discuss the problem with you 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. Please understand that we cannot accept returns sent C.O.D. All returns must be shipped with the freight prepaid, properly packed and insured for the full value of the part and be in the same condition as delivered. Unless the part is defective, or we shipped it to you in error, you will be responsible for all shipping charges incurred. In rare cases you 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 in the form of a Danchuk gift card, unless item is defective. Returns accepted after 90 days need special authorization. Some items will be returned to the manufacturer for warranty repair.

**Non-Returnable Items:** The following items may not be returned for refund or credit: all electrical items, opened and/or installed items, all special order items and discontinued/clearance 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.

**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 in the form of a Danchuk gift card or a full refund if you notify us within 30 days of delivery. You will be responsible for all shipping charges incurred.



**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:** 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 in the form of a Danchuk gift card for the price of the missing part if we are notified within 10 days of delivery.

**Undelivered Shipments:** Most 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, 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.

## 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. Prices in our 2020 catalog supersede all previously printed catalog pricing. As a rule, the prices on our website will be the most accurate and up to date.

We work so hard to be sure we have the best pricing in the industry that we proudly guarantee it. You can come to Danchuk and purchase your products with the confidence of knowing that if you find the identical product at a competitor we will match the price! That's right, if the identically manufactured item is currently advertised in a competitor's catalog or website (URL required) for less we will match the price. All you need to do is send us a copy of the currently advertised price from their catalog or website within 30 days of your purchase and it's done. The competitor must be in the restoration industry and the offer is limited to their current published price at the time of purchase.

## 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, expressed 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 it's 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.

**California Proposition 65 Compliance:** California Proposition 65 requires businesses to provide warnings to Californians about significant exposure to chemicals that can cause cancer, birth defects or other reproductive harm. These chemicals can be in products or workplaces, or that are released into the environment. By requiring warning information be put on these products, Proposition 65 enables Californians to make informed decisions about their exposures to these chemicals.

Proposition 65 requires California to publish a list of chemicals known to cause cancer, birth defects or other reproductive harm. This list, which must be updated at least once a year, has grown to include approximately 800 chemicals since it was first published in 1987.

We have taken the necessary steps to include a Prop 65 warning label on all products that may include a chemical from the list that the State of California deems toxic or harmful. Warning labels will also be included on the packaging for the products that have been identified as possibly containing these chemicals.

Please contact Danchuk if you have any questions or concerns.



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