

Ordering Policy

AVAILABILITY

The items listed in this catalog are subject to availability and can be discontinued without notice.

BACKORDERS

Your entire order may not have been in stock when you placed your order. Any items not available for immediate shipment will be indicated by the letters B/O. These items will be shipped as soon as they are available. We will notify you before shipping any backorder item which has been on order for more than 30 days. This policy does not apply to special order items or interiors. **Freight charges will be billed at the time back orders are shipped, including volume free freight orders.**

CHARGE CARDS

D & R Classic accepts Discover, Mastercard and Visa on all orders from this catalog. Give your name, billing address, phone number, card number, and expiration date when ordering.

COD ORDERS

COD orders are accepted on all items which can be shipped by UPS, or FedEx. The shipping and handling charges and COD charge will be added to the total of the bill. COD orders will be shipped money order, only. All refused COD orders will be considered canceled. The customer will be billed for 20% restocking charge on refused COD orders. No COD orders will be accepted by mail.

PREPAID ORDERS

Illinois residents are required to pay 8.00% sales tax. Items too large for UPS or FedEx will be shipped by truck freight. All truck freight items must be prepaid. Prices in this catalog do not include shipping. All personal and business checks will be held 2 weeks to clear. Money order and certified check orders will be shipped immediately. Call for exact shipping charges before mailing your order.

PARTS GUARANTEE

All reproduction and new parts are guaranteed against defects in manufacturing and workmanship. Liability of D & R Classic is limited to the replacement of the defective part. Please notify us within 15 days of receipt of merchandise which is not to your satisfaction. All refunds are subject to a 20% restocking charge. Customer will pay freight on all returns. No other warranty expressed or implied.

PRICES

The prices in this catalog are effective at the time of printing and are subject to change without notice.

DAMAGE CLAIMS

Open your package in the presence of the carrier (UPS, FedEx, or motor freight) and note any damage (with UPS, FedEx, or on the bill of lading) before signing for your shipment. Your order was inspected and carefully packed by professionals before leaving D & R Classic Automotive. It is the responsibility of the carrier to make sure your order arrives in the same good condition in which it left our store. If all or part of your order was damaged in transit, report this damage to the carrier as soon as possible. Return any damaged merchandise in the original shipping carton together with all packaging material, and notify UPS or motor freight to assure prompt processing and replacement of any damage merchandise. **DO NOT RETURN ANY MERCHANDISE WHICH HAS NOT BEEN DAMAGED.**

RETURNS

Books, decals, electrical parts, and special order items are not returnable. All refunds are subject to a 20% restocking fee. All returns must be AUTHORIZED and be accompanied by a COPY of the ORIGINAL INVOICE. NO EXCEPTIONS WILL BE MADE. All returns must be made within 15 days of receipt. Damaged merchandise will not be accepted. All merchandise returned for exchange or credit will not be subject to the 20% restocking fee. Please call or write for a return authorization number. You will need information which is on your invoice to receive this number.

USED PARTS

All used parts are sold as is. Returns on used parts are for exchange of the same part only. To avoid confusion always send or fax a picture from an assembly manual or similar book with a complete description when ordering used parts.

WE SPECIALIZE IN RESTORATION PARTS

Used and rare parts are available on a limited basis. Call for more information on any part not listed in this catalog.



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