

ORDERING & SHIPPING INFORMATION

ORDERING

National Chevy Parts will gladly accept your order by mail, phone or fax. It's also possible to place your order over the internet by visiting our online catalog at www.49-54nca.com or www.nationalchevyassoc.com.

MAIL If possible, please use the order forms enclosed in the catalog. **Complete all necessary information** to insure that your order will be processed as quickly as possible. Use catalog part numbers, provide a description of the item, and specify color, size, etc. when required. (Provide vehicle information to guarantee that we will have all the information we need to fill your order with accuracy.)

PHONE Orders are accepted by phone Monday-Friday 8:30-5:00 (central time). We would appreciate it if you would **use catalog part numbers when ordering**, but our courteous sales representatives will aid you in ordering the parts you need however you describe them (651) 778-9522.

FAX Use our toll-free fax number in the Continental United States (800) 785-5354. Worldwide fax (651) 778-9686. Provide all the necessary information, as if you were mailing in the order.

ONLINE ORDERING www.49-54NCA.com or www.nationalchevyassoc.com All information sent to us over the internet will remain strictly confidential, as our online catalog is hosted by a secure provider.

METHOD OF PAYMENT

CREDIT CARD National Chevy Parts accepts **Visa, MasterCard, American Express** and **Discover**. Mail orders require a cardholder's signature.

CHECKS OR MONEY ORDERS Your personal check is welcome.

C.O.D. ORDERS A collection charge of \$10.00 will be added to every C.O.D. order. C.O.D. orders are shipped to the Continental United States, Hawaii, and Puerto Rico only. (No C.O.D. shipments to Canada or foreign countries.) Orders shipped C.O.D. with **UPS** will require a certified check or money order or personal check. (UPS no longer accepts cash.) **FedEx** C.O.D. orders will require cash, certified check/money order or personal checks on any C.O.D. orders.

SHIPPING

All orders are shipped via **UPS** or **FED EX**.

FASTER DELIVERY Faster delivery (Continental US only) can be obtained by using **Next Day, Two Day** or **Three Day** shipping. These services cost more than regular ground shipping, but are valuable if you need the part fast. All optional shipping charges are calculated by the combination of **weight of package** and **distance to ship**, therefore it is impossible to calculate exact cost until package is ready to ship. We'd be happy to contact you with exact shipping charges before shipping, if requested.

FOREIGN COUNTRY SHIPMENTS All orders to foreign countries must be prepaid in U.S. Funds or charged to a credit card. No C.O.D.'s accepted. Orders to overseas locations can be shipped via Express or Expedited Services. (No ground service available.)

A - Express service usually arrives at location in about 2 days.

B - Expedited Services usually arrives at location in about 4 days. No ground service is available.

CANADIAN SHIPMENTS Shipments must be prepaid in U.S. Funds or charged to credit card. No. C.O.D. service is available. All orders will be shipped via UPS Ground Service unless air service is requested. Some mail service is available. UPS now serves all addresses in Canada.

DAMAGED SHIPMENTS Please check all parts immediately upon receipt. If an item has been damaged in shipment, call the carrier. UPS (800) 742-5877
FED EX (800) 448-9961

Keep the package, all packing material, and all of the items together. The carrier will come out to your location and inspect the package and its contents, and will return the damaged item(s) to us. **Then call us** and let us know what was damaged so we can get a replacement part to you.

SERVICE

NOT IN STOCK National Chevy maintains an extensive inventory of parts to provide you with the fastest possible service. Due to the unique nature of our business, certain items periodically outsell our best inventory estimates. We try not to let this happen but when it does we will backorder the part if we think it will be back in stock soon. If it will be a long delay we will instead refund your money on the item. As soon as any item that has been out of stock is back in stock we will send you a postcard.

INQUIRIES Please check your order as soon as it is received for errors or shortages. All orders are double checked before shipping but we are human and do make an occasional mistake. If you have a problem please notify us at once. Problems not reported in **one week** from order receipt **will not** be replaced at our expense.

RETURNS Any part that is not satisfactory may be returned within **30 days** for a **full refund**. Shipping charges will not be refunded. **ALL RETURNS must be accompanied by a copy of the invoice or item will be sent back to you. All parts must be returned in original package in resalable condition.** If an item is defective or we made an error on your order we will reimburse your return shipping at regular ground rates. (If you order a part shipped by air, you will not be refunded the **extra** shipping cost.) If you return a part because you decided not to use it, you're responsible for the shipping charges. **NO RETURNS AFTER 30 DAYS. NO RETURNS WITHOUT A COPY OF THE INVOICE.** Any returns after 30 days will have serious penalties and must be accompanied by a receipt. **CALL FIRST! 651-778-9522.**