ORDERING

BY PHONE: We offer a TOLL FREE HOT LINE for your ordering convenience: **(800) 221-3673**

BY MAIL: Include a daytime phone number. To avoid shipping errors, please list your order carefully by catalog part number and description.

QUESTIONS AND INQUIRIES

Our office telephone number is **(541) 474-0043.** We will gladly answer any technical questions we can on this line only. Questions concerning an order should be directed to **Customer Service (800) 221-3673 or via email bobdrake@bobdrake.com.**

PRICES

We work hard to keep our prices updated. However, this information may become obsolete due to manufacturing cost changes. ***Therefore, we reserve the right to make price changes without notice.*** If a prepayment is short of the actual total amount of the order, you will be notified and requested to send in the difference before the order is processed.

PAYMENT

CREDIT CARD: We accept MasterCard, Visa and Discover. *When paying with a credit card, please take care to correctly copy the card number, expiration date, and security code from your card.*

PERSONAL CHECK: We accept checks, but delay may occur due to bank clearance time, and shipping cost calculations.

SHIPPING

All orders are sent via FedEx, UPS or US Mail. All shipping charges are the actual charges imposed by the carriers. Charges are based on the package weight and package dimensions. We will package your order the safest and most economical way possible. It is our goal to ship your order within 24 hours of receiving it. All orders will ship via ground service unless you specify an upgraded air service. Three-day, 2-day and 1-day air service is available but keep in mind that these can be very expensive. For mail-in orders paid by check, please include 15% more than your total order for shipping. We'll contact you in the case of an over or under payment.

A $2.00 "Delivery Guarantee" is applied to every order, regardless of the number of packages per order.

FOREIGN ORDERS

All foreign orders require advance payment by Visa, MasterCard or Discover cards. All foreign orders must have a phone number. Where available, orders are shipped via FedEx. Otherwise, another carrier is used in accordance with size limitations. *A $5.00 special handling fee is added to the invoice total of all foreign shipments and all sales are final.*

DAMAGED SHIPMENTS

Upon receipt of an obviously damaged package, you have the option of refusing delivery and the order will be returned to Bob Drake Reproductions Inc. Or, you may receive the order and must make note of the visible damage, in writing, to the carrier. If, upon inspection of the parts, you find them damaged due to the carrier's handling, you then have 48 hours to file a formal claim with the carrier.

DO NOT RETURN THE DAMAGED PARTS TO US.

Keep the package and parts as close as possible to the condition in which you received them. Without the package, the carrier will void your claim. Claims for shortages due to carrier negligence must be made within five (5) working days of receipt of merchandise.

RETURN AUTHORIZATION

You may return all or part of any order within 30 days of the original ship date. ALL returns may be subject to a 15% restocking fee. **ALL ITEMS TO BE RETURNED, WHETHER FLAWED OR INCORRECT MERCHANDISE, MUST BE RETURNED WITHIN 30 DAYS OF ORIGINAL SHIP DATE - NO EXCEPTIONS.** To return an item, call our Customer Service Team at (800) 248-0066 from 8:00 - 4:30 PT, Monday through Friday. They will issue you a return authorization number (RA#). *Please be sure the number is visibly displayed on the outside of the return container and enclose a copy of the original invoice/packing slip with the returned merchandise.* All returns must be "pre-paid shipping" and fully insured. **We do not accept collect shipments or unauthorized returns.**

When the return is due to our error, we will refund the pre-paid freight charges, and immediately exchange or refund.

Please note: The following items have a no return/no refund policy: *voltage regulators, voltage cutouts, or any electrical items, books and publications, videos, posters, glass patterns, wood items, computer software, foreign shipments or special-order merchandise.*

BACK ORDERS

We will hold a back order for you indefinitely. When the back order becomes available, you will be contacted to confirm you would still like the item shipped, and charged for the item and the actual shipping charges at that time. All back orders with free shipping are sent by ground service. If you locate the back ordered item elsewhere, please let us know.

LIABILITY/GUARANTEE

Bob Drake Reproductions, Inc. will not be liable for personal injury or property damage caused by use or misuse of any product we sell or manufacture. The user shall assume all responsibility and risk connected herewith. Bob Drake Reproductions Inc. reserves the right to make changes in design, or to make additions to, or improvements upon, any products at any time without incurring any obligation whatsoever to install the same or improve upon products previously manufactured.

GUARANTEED Drake QUALITY

WE GUARANTEE that parts are free of defects in materials and workmanship. We will refund the purchase price shown on your original invoice, or replace any part found to be defective in workmanship and/or materials, for up to 30 days.

NO RETURNS WILL BE ACCEPTED AFTER 30 DAYS.

WARRANTY CHROME 1 YEAR

RUBBER PRODUCTS AND CHROME PLATING

-GUARANTEE-

WARRANTY RUBBER 3 YEARS

A special guarantee goes along with all Bob Drake Reproductions Inc. manufactured rubber parts and chrome plated parts. One (1) year on chrome-plated parts and three (3) years on rubber parts.