

Ordering Information & Policies

At Mustangs Unlimited we want to make everything as easy as possible for our customers. Please read the ordering information carefully & thoroughly. If you have any questions, call our Connecticut @ 860-647-1965 or Georgia @ 770-446-1965 locations.

Our Promise

Mustangs Unlimited wants you to be completely satisfied with everything you purchase from us. If, within 90 days of purchase, you are not completely satisfied with a part, simply call us. We will take all possible steps to correct the problem. See our return policy for complete instructions.

Ordering

Ordering is easy! You may place your order by:

- Phone our helpful and friendly sales representatives.
 - FAX 24/7 to **Connecticut (860) 649-1260** or **Georgia (770) 446-3055**.
 - Mail by using forms located in the back of the book (additional forms can be downloaded from our website).
 - Online at www.mustangsunlimited.com.
- If mailing or faxing your orders, fill out the order form completely to allow your order to be processed more efficiently. If ordering by phone, please have your part numbers & payment method ready when you call.
- **SPECIAL ORDERS:** Thousands of parts not listed in our catalogs are available. Allow 2-4 weeks delivery on these items.
 - Color samples - On items like headliners or carpet, to ensure the correct style and/or color, please send a small sample so we can match the item as closely as possible.

Backorders

Backorders automatically ship as inventory is received unless otherwise specified at time of order. Any mailed-in prepaid orders stating "No Backorders" will be promptly credited. **Credit card orders are not charged until shipment is made.** Backorders may be cancelled after 60 days, depending on availability, & a refund will be issued if due.

Payment

Orders may be paid with Discover, Mastercard, Visa, American Express, Money Order, or Bank Draft.

Shipping & Handling (Summary)

- All packages shipped within Connecticut or Georgia are subject to state/local sales tax.
- Most orders can be shipped via UPS, USPS or FedEx. Shipping charges for most orders \$.01-\$79.95 are \$7.95. Orders of \$79.96-\$299.99 are 10%. Orders of \$300.00 or more qualify for **FREE** ground shipping in the lower 48 U.S. states. Oversize & truck freight charges still apply (see below).
- To ship some larger or heavier items we are charged an additional fee from UPS, USPS & FedEx. Each Oversize 1 (OS1) item is subject to an additional \$9.95 charge, each Oversize 2 (OS2) item \$14.95 & each Oversize 3 item (OS3) \$50.00.
- A small number of other hard to handle items like tires, batteries, disc brake kits, glass, etc. may also have Special Shipping Charges and are generally noted.
- Items too large for USPS, UPS or FedEx will be shipped by truck freight. NOTE: A symbol of a truck is used to denote freight shipments.
- International orders should contact us to confirm shipping charges before ordering.

Rush Service

Most orders are shipped Ground Service. In stock parts normally ship the day order is placed, Monday through Friday, if the order is received by 12:00 noon EST. We also offer "Next Business Day", "2nd Business Day", &

"3 Day Select". "3 Day Select" is a service which will guarantee delivery within three business days, (ideal for west coast deliveries). Charges are calculated by weight & size at time of shipment. Saturday delivery is available for most locations (additional \$15.00).

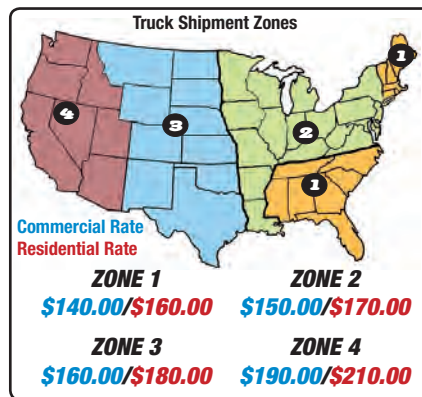
Truck Shipments

The truck freight symbol tells you that an item is too large for UPS, USPS or FedEx to handle and must be shipped by a truck line. All truck freight orders must be prepaid. We've negotiated very competitive shipping rates based on the large volume of packages we ship. To determine the amount of freight you will be charged on a truck freight item, locate the zone you're in on the chart below and compare the shipping charges listed. **Residential delivery will add \$20.00 to your shipping charge.** To be considered a commercial address there must be a shipping dock able to receive truck deliveries. Delivery signature required.

All rates are subject to change at any time, so please confirm the shipping charges with your sales representative when you place your order. **Mustangs Unlimited will not be responsible for freight charges on any refused truck shipments. Important, please see damages.**

Inspect Your Orders

Please inspect all your merchandise immediately upon delivery. Notify us of any discrepancies within 3 days of receipt. We do not allow claims after 3 days. **Important, please see DAMAGES.**



Puerto Rico, Alaska and Hawaii

Orders may be paid with Discover, Mastercard, Visa, American Express, Money Order, or Bank Draft. We ship by USPS or UPS blue label, unless too large for USPS or UPS, in which case we use Air Freight. Shipping charges are calculated by size and weight of order. Mail-in orders should add 35% of total for shipping charges, (not less than \$15.00). If there are additional shipping charges, you will be notified. Any over-paid shipping will be credited or refunded. Credit card orders will be billed, for shipping, directly to the card. All orders must include a daytime telephone number.

Canadian Orders

Orders must be paid by credit card or money order paid in U.S. funds drawn on a U.S. bank. We ship by USPS or UPS to all Canada. On mail-in orders, include 25% of the order total for shipping (\$15.00). If any additional shipping charges you will be notified. Any over-paid shipping will be credited or refunded. Credit card orders will be billed for shipping directly to the credit card. Duty or brokerage charges are calculated in Canada, and will be collected by the carrier.

International Orders

Must be paid by credit card, Money Order in U.S. funds, or Wire Transfer (add \$30.00 for wire transfer charges). Include a daytime telephone number for delivery notification. We ship Air Freight & Air Parcel Post, specify preferred ship method. Size limits for Air Parcel Post are 42 inches length or 79 inches (length plus girth). Maximum weight is 44 lbs. Shipping charges bill to your credit card separately. Customer bears responsibility for any taxes, duties, or brokerage fees. Note: paints, dyes & some chemical products are not shippable overseas.

Shipments To APO's & FPO's

The maximum size parcel can not exceed 108 inches in length and girth or 70 pounds in weight. Include 10% of order total for shipping. (\$8.95 minimum)

Returns / Exchanges

Call 1-800-243-7278 to obtain a RETURN AUTHORIZATION NUMBER. The return number must be clearly marked on the outside of the package near your return address. Packages will not be accepted without prior authorization. Please have invoice available when calling. All returns must include a copy of the original invoice and return shipping must be prepaid. We do not pay for return shipping. C.O.D.s are not accepted. All items returned must be in perfect "new" condition and in original packaging. **Returns must be made within 90 days of receipt. No returns on special orders, electrical items, literature, video tapes or computer software.**

Defective Parts/Warranties

Ford Racing does not warranty parts other than some engine assemblies, therefore Ford Racing parts are sold "as is" without warranty.

As Mustangs Unlimited puts extraordinary effort into providing accurate information in print & website, it does not assume responsibility for error or omissions. Mustangs Unlimited is not responsible for defective or incorrect parts, beyond replacement of item, buyer assumes the cost of any labor, service or repair. Many items are designed to modify your car from stock specifications. Buyer assumes all risk & responsibility in installation & usage. Mustangs Unlimited accepts no responsibility & offers no warranties, expressed or implied, regarding the safety of these products.

Damages

Mustangs Unlimited takes all possible steps to ensure your parts arrive in good condition. Inspect your order completely while the driver is present & have him note any damages. If damages are found after delivery, call the carrier immediately for an inspection! Do not call Mustangs Unlimited, we are not responsible for freight damages. The carrier will take all necessary steps to settle the claim. **DO NOT RETURN DAMAGED PARTS TO Mustangs Unlimited!** If the damaged package procedure is not followed, the carrier may not honor the claim & loss will become the buyer's responsibility.

Gift Certificates

Available for **any** amount & may be purchased in \$25, \$50, \$75, \$100, \$250 & \$500 amounts on our website.

Pricing & Parts Availability

Prices are as accurate as possible at time of printing, but are subject to change. Prices charged shall be those prevailing at the time of delivery. Unfortunately, parts do sometimes get discontinued, we reserve the right to withdraw products without notice. In order to find out the most current pricing or part availability on an item go to our website at www.mustangsunlimited.com or contact one of our representatives.