

WARRANTY

All products are warranted against defects in material and workmanship by the original equipment manufacturer or The El Camino Store, for 12 months from the date of shipment. We will replace the product or refund your purchase price at our discretion. The warranty does not cover labor, failure of a related component, failure resulting from faulty installation, nor would the liability of The El Camino Store, exceed the cost of the original component.

RETURNS

If you are not 100% satisfied with your purchase, simply return it to us within 30 days of purchase in resalable condition. We will replace, exchange, or refund your money according to your wish. All refunds are either paid by check or by credit to the credit card on which the original purchase was made. The original invoice (or copy of the original) must accompany any returns. After 30 days, all returns are subject to a 20% restocking fee. Literature, stencil kits, electrical parts, and special order items are not returnable. Should you need to return a part, please contact our customer service department for a return authorization number and instructions. The El Camino Store will not accept returned goods without prior authorization. No returns will be accepted after 90 days.

SHORTAGES

Please open and inspect your parts immediately when they arrive. Any missing parts from your order must be reported within 10 days of the shipping date.

DAMAGE CLAIMS

It is the responsibility of the carrier to deliver merchandise in good condition. Please inspect all deliveries, when possible, in the presence of the carrier. If you receive an opened or damaged package, have the driver write 'damaged' on the delivery sheet. Contact your local UPS or truck line so they can send a representative to inspect the damaged package immediately. That representative will then contact us and we will take the proper steps to resolve the matter. In all cases of damage, the parcel must be inspected at the point of delivery to the customer. If this procedure is not followed, the carrier nor The El Camino Store cannot be held liable for a claim on the damaged merchandise.

REFUSALS

All refused COD orders will be subject to a 20% restocking fee. The El Camino Store will consider the entire order canceled and void with NO NOTIFICATION. The customer will be charged 20% plus all freight charges to and from the destination.

RETURNED CHECKS

Checks returned unpaid will be billed an additional \$25.00 service charge.

BACKORDERS

Backordered items will be shipped and invoiced when available. You may request "No Backorders" or cancel backorders at any time prior to shipment. We reserve the right to cancel backorders after 60 days.

PAYMENT

VISA, MasterCard, Discover, American Express, certified checks, money order or personal checks (field until cleared). No cash C.O.D. orders.

Telephone Orders:

888-685-5987

Monday-Friday: 8 a.m. to 5 p.m. PST

Saturday: 10 a.m. to 3 p.m. PST

Technical Assistance and

Customer Service:

805-681-8164

Monday-Friday: 8 a.m. to 5 p.m. PST

Saturday: 10 a.m. to 3 p.m. PST

Fax:

805-681-8166

Mailing Address and Retail Counter:

The El Camino Store

57B Depot Road

Goleta, California 93117

Monday-Friday: 8 a.m. to 5 p.m. PST

Saturday: 10 a.m. to 3 p.m. PST

On-Line Orders:

www.elcaminostore.com

ORDERING AND SHIPPING

- Orders received by 3 p.m. local time are normally shipped the same day.
- We will ship by ground unless Air Delivery is specified.
- C.O.D. Charge - \$7 per package, no cash payment of C.O.D.s and no personal checks for C.O.D.s. C.O.D. service is available only for orders shipped in the USA or its possessions.
- Alaska, Hawaii, Puerto Rico must be sent 2nd Day or Next Day Delivery only. Call for quote.
- Truck Freight—Shipments which are too heavy or large for our parcel services will be shipped truck freight collect. Truck freight orders must be paid in advance by credit card or certified check. Freight charges must be paid to the carrier at the time of delivery.
- Shipping costs and C.O.D. fees are charged on a per shipment basis.
- Foreign customers must pay with a credit card. Shipping charges for foreign orders are based on actual weight or dimensions (whichever is greater).
- Orders shipped to California will be charged state sales tax.

GROUND PARCEL DELIVERY SERVICE

Follow these simple steps to figure your exact total...

1. Determine parts total and decide if you want Ground or Air Service.
2. Figure your shipping charges based on your parts total, method of shipment, and area (if shipment is by ground) using this list:

WEST - CA, NV, OR, WA

CENTRAL - AR, AZ, CO, IA, ID, IL, KS, LA, MN, MO, MT, NB, ND, NM, OK, SD, TX, UT, WI, WY

EAST - AL, CT, DC, DE, FL, GA, IN, KY, MA, MD, ME, MI, MS, NC, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WV

3. If your order is to be shipped C.O.D., see restrictions above.
4. Add any sales tax (if applicable). You will now have your combined order total which may be paid for by VISA, MasterCard, Discover, American Express, or C.O.D.

ORDER TOTAL	WEST	CENTRAL	EAST
\$0 - \$25	9.95	9.95	9.95
\$25.01 - \$40	10.95	10.95	10.95
\$40.01 - \$60	11.95	11.95	11.95
\$60.01 - \$75	13.95	13.95	13.95
\$75.01 - \$100	15.95	15.95	15.95
\$100.01 - \$200	19.95	20.95	21.95
\$200.01 - \$300	21.95	22.95	23.95
\$300.01 - \$400	23.95	24.95	25.95
\$400.01 - \$500	25.95	26.95	27.95
\$500.01 - \$600	27.95	28.95	29.95
\$600.01 - \$700	29.95	30.95	31.95
\$700.01 - \$800	31.95	32.95	33.95
\$800.01 - \$900	33.95	34.95	35.95
\$900.01 - \$1000	35.95	36.95	37.95
\$1000.01 - \$1200	37.95	38.95	39.95
\$1200.01 - \$1500	39.95	40.95	41.95
\$1500.01 and Over	Free Ground Shipping in the Contiguous 48 States. Items requiring truck shipping will be sent Freight Collect. COD additional \$7.		

Oversize 1 (30 pounds) — add \$14.95 per oversize item
Oversize 2 (70 pounds) — add \$24.95 per oversize item

NEXT DAY - 2ND DAY - 3 DAY SELECT DELIVERY*

We have three options for express delivery.

Next Day Air - Delivers your merchandise the following business day. An average order can be shipped for approximately an additional \$24.95.

2nd Day Air - Arrives the second business day and on the average is an additional \$12.95.

3 Day Select (Areas CENTRAL and EAST only) - Delivers your order on the third business day for an average additional \$9.95. * A few exclusions apply—Only available for in stock merchandise. Items that need to be shipped by truck freight do not qualify. Shipment must be pre-paid with a credit card or certified funds prior to the order being shipped.

IMPORTANT: Due to weight, freight lines and pricing may vary. Please phone us for an accurate quote.

HOW LONG WILL IT TAKE TO GET THERE?

This map represents approximate **working days** for Ground Parcel Delivery. (As quoted by carriers, not guaranteed.)

