

SPIT BITS POLICIES

- * **BACK ORDERS:** Items ordered which are not currently in stock will be automatically backordered. If you do not want any backorders, simply write 'no back orders' on your order form. If the ordered item is no longer available that will appear on your invoice rather than a backorder. A backorder may be cancelled by calling 1-800-201-0494 or 916-645-3726 prior to shipping. Backorders will be shipped, and generally billed, separately when they arrive to us, without further notification (except for special orders, which may require payment first).

- * **PRICES:** All published prices are subject to change without notice. Current sale prices must be marked as such on all orders otherwise you will be charged the normal advertised price.

- * **RETURNS:** All returned items must be in 'like-new' condition, in their original box, with no attempt to install or modify item, and must be returned with a copy of the invoice. There are no returns on electrical or used parts. All returns must be approved prior to sending them back to us, by calling 1-800-201-0494 or 916-645-3726. You have 30 days from the date on the invoice to return items (unless under manufacture warranty). Unauthorized returns will be charged a 20% restocking fee. Refunds will be issued using the same method in which you paid. Remember to ask for return shipping instructions. (i.e.: UPS vs. US mail.) Shipping expenses for returns will not be reimbursed.

- * **C.O.D.'S:** Orders shipped with a C.O.D. request will be charged an additional \$10.00 for each shipping box. Only certified funds will be accepted, NO checks, no exceptions. C.O.D.'s are NOT allowed on the following: PO Box addresses, APO orders, expedited shipping, orders outside the 48 contiguous United States, or truck freight.

- * **CORE CHARGES:** Core charges will be automatically added to your invoice where applicable. The cost of the core will be refunded, or credited, when a complete, reasonably clean, rebuildable and fully assembled unit is returned within one year to us and inspected by our shipping department. Please make sure all fluids are completely drained from units. Shipping is your responsibility, please pack accordingly and mark 'core return' and the invoice number on the outside of the box. No C.O.D.'s will be accepted.

- * **SHIPPING DAMAGES:** Open and inspect your package as soon as it arrives. Report damage to both the carrier used and to Spit Bits immediately. The *carrier* is responsible for all damages incurred after the package leaves our warehouse. Make sure to save all packing material and the original shipping box unless otherwise notified.

- * **PAYMENT METHODS:** The following credit cards are accepted: Visa, Master Card and Discovery. Your credit card will not be charged until the order is ready to be shipped, usually the same day ordered. When using a check please allow 7 days for bank processing once it has been received by us. To speed up processing use either a money order or certified check. All orders to be paid in U.S. funds. See above for C.O.D.'s.

- * **WARRANTIES:** Generally warranties are provided by the manufacturer. New and rebuilt parts sold by Spit Bits come with a warranty against defects in materials, or workmanship, for a period of 12 months from the date of purchase. Our maximum liability shall not exceed the cost of the product. Altering the part in any manner other than suggested by the manufacturer may void the warranty.

- * **ADDITIONAL CHARGES:** On the order form, this box needs to be filled in when there are C.O.D. charges or core charges.