

SHIPPING POLICY



Freight customers must be available to accept and unload orders. Carrier service is not responsible for dismantling, unpacking and/or unloading.

STATEMENT OF POLICY

ORDERING:

Please use the Custom Craft Vanes Product Number when placing a stock order. Please allow time for delivery or call for an estimated delivery date. Custom orders may take up to 60 days for delivery.

PRICING:

Since pricing is always subject to change. Please call Custom Craft Vanes for current pricing and to request quotes. All prices are F.O.B. St. Johns, Michigan.

TERMS AND PAYMENTS:

1. All invoices must be paid in compliance with the terms specified on the invoice.
2. Accounts not kept up to date may be subject to service charges.
3. The amount specified on the invoice must be paid in full:
 - a. No deductions to the amount specified on the invoice will be permitted.
 - b. All invoices must be reviewed when received (do not wait until payment is due) to insure accuracy. If an invoice is incorrect, please contact Custom Craft Vanes' Controller. The Controller will provide instructions on how to handle the payment for the invoice.

RETURNS

All products returned to Custom Craft Vanes must have proper authorization prior to acceptance. All return requests must be submitted in writing. Fax us at 989-224-8394, mail us at 701 W. State St. St. Johns, MI 48879 or e-mail us at info@CustomCraftVanes.com and explain why you want to return an item. The item(s) **must** be returned within 30 days, in **first class saleable condition, unused and in the original packaging**. Proper credit will be given only after the item has been received and inspected. Keep in mind, the original shipping costs will not be credited and customer is responsible for the return shipping. In addition, a **15% restocking fee** will be applied to all product returns for reasons other than shipping error or replacement of defective items. **All returns must be prepaid. No returns will be made on special order goods!**