

Company Policies

Hassle Free Returns

Ground Up Inc® prides itself on providing you with an excellent experience, so if you are not completely satisfied with your order for any reason, you may return parts for a full refund, credit or even exchange within 30 days of receipt (not including any shipping). (All returns are subject to a 25% restocking fee after 30 days.) Return shipping and handling is the sole responsibility of the customer and Ground Up Inc® will not be held responsible for any additional costs on returned items. We cannot accept returns on any product that has been modified, altered, painted, installed or disassembled in any way. Ground Up Inc® always recommends professional installation and is not responsible or liable for any labor fees associated with the installation, removal, modification or repair of any product purchased regardless of circumstances. Ground Up Inc® is not responsible for any damage or discoloration of products incurred in relation to chemical products including cleaners, waxes, polishes, paints, etc. Gift certificates have no cash value and must be redeemed for merchandise only. **All returns must be approved by a customer service representative. Returns MUST be accompanied by a RMA # which will be provided by a customer service representative.**

Product Availability & Pricing

Every part listed in this catalog was available or planned as a reproduction at the time of printing. We reserve the right to substitute products of similar nature and quality. Prices in this catalog were effective at the time of printing and supersede those in all previous publications. Ground Up Inc® makes every effort to honor prices herein. However, due to increased costs of materials, etc. we reserve the right to change prices without notice.

Backorders

Your invoice will notate any items that were out of stock at the time of shipping. The unavailable items will be back ordered unless otherwise specified on your order form or verbally to a sales rep when placing an order by phone. Back orders are usually shipped as soon as the products arrive at our warehouse without prior notification. Ground Up Inc® will make an effort to contact the customer if the back order is more than 90 days old. If you wish to cancel a back ordered item, please notify our customer service department immediately.

Kit Products

Ground Up Inc is proud to offer many convenient and money saving kits. On occasion kit components will be short on stock. In that scenario the customer will have the choice of shipping out the in stock components while waiting for the missing components to be shipped when they come back in stock OR waiting for all the parts to be in stock before Ground Up ships the whole kit. **Kits are not eligible for further discount (i.e. Free shipping).**

Color Matches

Due to multiple manufacturers of products, color variations may occur. Slight color variations are common (especially among interior products) and do not constitute a defect. Ground Up Inc® will not be held responsible for return shipping on items for this reason.

Discounting

Ground Up Inc® is proud to offer you several ways to save money. Orders over \$900.00 are eligible for 10% off. These offers do not apply to kit items, sale items, specially priced items and any items marked "No Volume Discount". All items on the order must be in stock at time of ordering. Ground Up Inc® reserves the right to exclude items for discounting that may not be noted as "No Volume Discount" in this catalog. **Discounts (including free shipping) cannot be combined.**

Sales Tax Information

Orders shipped outside of CT may be exempt from sales tax. CT residents are required to add the appropriate current sales tax to all orders including shipping and handling. The current rate at time of printing is 6.35%.

Ordering Lefts and Rights

Some items in this catalog are presented as right hand (RH) or left hand (LH). RH and LH sides are determined by sitting in the vehicle. RH = passenger and LH = driver.

Trademark and Copyright

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International Orders

Ground Up Inc® is happy to ship parts to overseas customers via International Economy shipping. Shipping can also be arranged per the customer and the packages will be boxed at our dock. Please call our sales department or send an email to logistics@ss396.com to get a shipping quote for the parts that you wish to order.

Shipping Information

Free Shipping

Orders over \$299.00 are eligible for free standard UPS Ground shipping on in stock items only. Oversize items, items which must be shipped truck freight, drop ship items, back ordered items and specially priced items are not eligible for free shipping. Ground Up Inc® reserves the right to charge shipping on any item that cannot be shipped regular UPS Ground even though an item may not be designated as "Oversize" or "Truck Freight" in this catalog. Free shipping can't be combined with any other discount.

Oversize Items

All items which are considered to be Oversize are items that can be shipped via UPS Ground at an Oversize rate indicating a minimum dimensional weight fee of 30lbs for Oversize or 70lbs for Oversize 2. Ground Up Inc® reserves the right to charge an Oversize fee on any item that is Oversize even though it may not be indicated as an Oversize item.

Truck Freight

Some products in this catalog are too large or heavy to be shipped via Ground freight and must be shipped via truck freight. Ground Up Inc® charges a minimum of \$199.00 for all orders which must be shipped via Truck Freight to a commercial address. Actual rates can be higher depending on your location and items ordered. Residential addresses require an additional \$150.00, so please provide a commercial address whenever possible. If a commercial address is not available, you can arrange pickup at the closest terminal. (Your sales rep can provide you with the location.) If an address is not deemed to be a commercial address by the carrier, additional charges may apply. These charges are the sole responsibility of the customer.

Expedited Shipping

Ground Up Inc® offers several expedited shipping methods for your convenience: UPS 3 Day Saver • UPS 2 Day Air • UPS Overnight Orders must be placed by 2:00pm Mon-Fri. Weekends and holidays do not count as shipping days. Ground Up Inc® is not responsible for lost or damaged goods due to carrier mishandling. You must contact our sales department for actual shipping rates.

Insurance

Each order is charged an insurance fee of \$1.00 per \$100.00 to insure the entire order and protect you completely from damages or loss in shipping.

AP0/FPO

Parcel post is the only means of shipping to an APO or FPO address. Due to size restrictions, the maximum shipping box cannot exceed 72" width and girth combined. All military personal must write, call or email us prior to ordering to ensure that the desired parts do not exceed the size limit.

Damage Claims

Ground Packages - Always check the contents of your delivery in the presence of the person delivering the merchandise. Should any damage be present, immediately notify our customer service department so that Ground Up Inc® can take all necessary steps to file a claim with the carrier and ensure a prompt replacement of the damaged goods. Replacement parts will normally be sent out within 2 business days after receipt of a claim number from the carrier. Ground Up Inc® is not responsible for any damaged good that have not been reported within 3 business days of receipt of delivery. If the customer files a claim with the carrier, Ground Up Inc® will not be responsible to pay for any replacements until the carrier pays the claim.

Truck Freight - You MUST check the contents of your delivery in the presence of the carrier! DO NOT ALLOW THE DELIVERY PERSON TO LEAVE PRIOR TO CHECKING YOUR SHIPMENT! Should there be any damage, you MUST note the damage on the Bill of Lading. If the damage is beyond repair, REFUSE THE SHIPMENT! The Bill of Lading is a legal document. Should you accept the shipment and sign the Bill of Lading stating the items you received are in good condition without checking them, there is NO RECOURSE with the carrier if the goods are later found to be damaged. If items are discovered to be damaged at the time of delivery and noted as damaged on the Bill of Lading or refused, immediately notify our customer service department so that Ground Up Inc® can take all steps necessary to ensure a prompt replacement or adjustment on the damaged goods.

Shortages

Always check the contents of your delivery to ensure that all parts ordered were received. If you are missing any items, first check your invoice to check for back-orders or drop shipments before calling our customer service department. If a shortage has occurred, please contact our customer service department immediately for a prompt replacement. Ground Up Inc® is not responsible for any delivery shortages after 3 business days.

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