

# **Company Policies**

#### Hassle Free Returns

Products may be returned for a full refund, credit or exchange within 30 days of receipt. Products returned after 120 days can only be returned for store credit. All returns are subject to a 25% restocking fee after 30 days. Should you need to return a part for refund, exchange or credit, please contact our customer service department for a return authorization number and instructions. GROUND UP will not accept returned goods without prior authorization. Customer will pay freight on all return orders. Important: Gift certificates have no cash value and must be redeemed for merchandise only. Literature, CDs, videos, printed materials, stencil kits, stripe, electrical parts, gauges, wiring harnesses, switches, etc. are non-returnable. All special order products prepaid in full and are non-returnable. There is no guarantee on moving parts such as engines, transmissions, rear ends, steering gears, water pumps, distributors, wiper motors, etc. If any product is modified, altered, painted, installed or disassembled in any way, without express written permission, the item is non-returnable. This includes rims that have been mounted. GROUND UP always recommends professional installation on all products. Any item which has been altered, painted, installed or deemed non-resalable by GROUND UP will be returned to the customer at the customer's expense. GROUND UP is not responsible or liable for labor fees associated with the installation, removal, modification or repair of any product purchased regardless of the circumstances. GROUND UP is not responsible for any damage or discoloration incurred in relation to chemical products including cleaners, waxes, polishes, paints, etc. 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**

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#### Backorders

The invoice located in the packing slip of your order 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 representative when placing your order by phone. Back orders are usually shipped when the products arrive at our warehouse without prior notification. GROUND UP will make an effort to contact the customer if the backorder is more than 90 days old. If you wish to cancel a back order, please notify our customer service department immediately. The customer will be responsible for a 25% restocking fee and freight charges if the back order is cancelled or returned after the items are shipped.

#### **Kit Products**

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#### **Color Matches**

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### Discounting

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#### **Sales Tax Information**

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# **Shipping Information**

#### **Oversize Items**

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#### **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<sup>®</sup> 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-Thur &12:00pm Fri. Weekends and holidays do not count as shipping days. Ground Up Inc<sup>®</sup> 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.

#### APO/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<sup>®</sup> 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<sup>®</sup> 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 pays the claim.

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This 20A catalog now supersedes all previous catalogs.

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# **Billing Address**

# **Shipping Address**

Name				NameAddressAddress 2StateZip			
Home Phone Business Phone E-Mail Special Comments				Vehicle Information Year Model     Body Style Engine Trans     Interior Color Exterior Color     (Circle any applicable) AC • Buckets or Bench • PBrakes     Other information to help us better understand your vehicle			
Page#	Part#	Quantity	Description		Price (each)	Total Price	

Payment Type: Check Money Order Credit Card PayPail   Subtotal 5.25% CI Sales Tax (CI sales)							
Card #						les Tax (CT only)	
				DISCOVER VISA	Shipping & Ha	andling see chart	
Expires / CVV code					Insurance	e. £1 ees 100	
Authorized Sig	gnature			MasterCard		ee -\$1 per 100	
*All shocks are hold for 21 husiness days. All manay orders are hold for 7 husiness days. Cround Up does not accept COD order.							

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\*Charges below still apply

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\$25.01 to \$40.00	Add \$10.95	UPS Oversize 2	each item	Add \$39.95
\$40.01 to \$60.00	Add \$14.95	Insurance	per \$100.00	Add \$1.00
\$60.01 to \$75.00		Truck Freight Commercial		
\$75.01 to \$100.00		Truck Freight Residential		Call
\$100.01 to \$150.00		International		Call
\$150.01 to \$200.00				
\$200.01 to \$300.00		This should do so wat somely to tweely t	in in he and intermedianal and an	All Annuals Frainch and
\$300.01 to \$400.00		This chart does not apply to truck f		· · · · · · · · · · · · · · · · · · ·
\$400.01 to \$500.00		international orders must be quote		
\$500.01 to \$600.00		Please call 1-866-358-22	77 to receive your shipping quot	te today!
\$600.01 to \$1000.00				





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CELEBRATING BOD

# **Billing Address**

# **Shipping Address**

NameAddress	Name Address
Address 2       City     State     Zip	Address 2 City Zip
Home Phone     Business Phone     E-Mail     Special Comments	Vehicle Information Year Model     Body Style Engine Trans     Interior Color Exterior Color     (Circle any applicable) AC • Buckets or Bench • PBrakes     Other information to help us better understand your vehicle

Page#	Part#	Quantity	Description		Price (each)	Total Price
Payment Type	e: 🗆 Check 🕒 Money Order 🕒	Credit Card	PayPal	Subtotal		
Card #				0.35% 01 58		
	/ CVV code			andling see chart		
				Mastercard Mastercard Insurance 1st \$100 free -\$1 per 1		
	nature			Total	+· po00	
*All checks are he	Id for 21 business days. All money orders	are held for 7 b	usiness days. Ground Up does not accept COD orders.			

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\$60.01 to \$75.00	Add \$17.95	Truck Freight Commercial	· · · · · · · · · · · · · · · · · · ·	Call
\$75.01 to \$100.00	Add \$20.95	Truck Freight Residential		Call
\$100.01 to \$150.00	Add \$24.95	International		Call
\$150.01 to \$200.00	Add \$27.95			
\$200.01 to \$300.00	Add \$32.95	This chart does not apply to truck	freight and international orders. A	ll truck freight and
\$300.01 to \$400.00	Add \$36.95	international orders must be quot		
\$400.01 to \$500.00	Add \$42.95			
\$500.01 to \$600.00	Add \$49.95	Please call 1-800-358-2.	277 to receive your shipping quote	e today!
\$600.01 to \$1000.00	Add \$54.95			
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#### 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<sup>®</sup> 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<sup>®</sup> 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 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<sup>®</sup> can take all steps necessary to ensure a prompt replacement or adjustment on the damaged goods.

#### Shortages

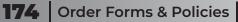
Always check the contents of your delivery to ensure that all parts ordered were received. If you are missing any items, first check your invoice to check for back-orders or drop shipments before calling our customer service department. If a shortage has occurred, please contact our customer service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

#### Refusals

All refused deliveries will be subject to a 25% restocking fee plus return shipping charges (unless it was refused because of damage in shipping. See our damage claim policy above).

This 2020A catalog now supersedes all previous catalogs.

🖸 🕄 866-358-2277 🏟 SS396.COM



# **Billing Address**

# **Shipping Address**

				Name Address			
Address 2 _				Address 2			
	State			City			
Home Phone	e			Vakiala Information V			
Business Ph	ione			Vehicle Information Year_			
E-Mail				Body Style Interior Color			
Special Con				(Circle any applicable) AC • Bu Other information to help us t			
Page#	Part#	Quantity	Description	•		Price (each)	Total Price
avment Tvr	┃ be: □ Check □ Money Order □	Credit Card		<b>D</b> D D . 1	Subtotal		
				P PayPal		ales Tax (CT only)	
	/ CVV code			DISCOVER VISA		landling see chart	
xpires				Master Card	Insurance 1st \$100 fr	ree -\$1 per 100	

Authorized Signature

\*All checks are held for 21 business days. All money orders are held for 7 business days. Ground Up does not accept COD orders.

#### Shipping & Handling Guide

Shipping charges are based on actual shipping charges and are listed below as approximate estimates for UPS Ground. Your actual shipping & handling charge may be more or less than the amounts listed below. Use this chart as a guide.

Orders up to \$25	Add \$8.95	UPS Oversize 1	each item	Add \$19.95
\$25.01 to \$40.00	Add \$10.95	UPS Oversize 2	each item	Add \$39.95
\$40.01 to \$60.00	Add \$14.95	Insurance	per \$100.00	Add \$1.00
\$60.01 to \$75.00	Add \$17.95	Truck Freight Commercial	· · · · · · · · · · · · · · · · · · ·	Call
\$75.01 to \$100.00	Add \$20.95	Truck Freight Residential		Call
\$100.01 to \$150.00		International		Call
\$150.01 to \$200.00	Add \$27.95			
\$200.01 to \$300.00	Add \$32.95	This chart does not apply to truck fi	raight and international orders	All truck froight and
\$300.01 to \$400.00	Add \$36.95	international orders must be guoted		
\$400.01 to \$500.00	Add \$42.95	· · · · · · · · · · · · · · · · · · ·		
\$500.01 to \$600.00	Add \$49.95	Please call 1-866-358-22	77 to receive your shipping quot	te today!
\$600.01 to \$1000.00	Add \$54.95			

Total