

## SALES POLICIES

### Payment Terms:

Visa and Mastercard payments for orders are accepted. COD orders will be sent certified check or money order. COD orders sent company check OK must be approved by Andrews Products in advance.

### Ordering Cams not listed in this catalog:

Cam grinds which are not currently listed in the catalog are available as special orders. Custom ground or special order cams are priced and quoted on an individual basis. Call for information.

### Foreign Shipments:

All foreign orders must be prepaid in U.S. dollars including freight and forwarding charges. Andrews Products, Inc., will provide bank wire transfer information for foreign orders upon request.

### Shipping Carrier:

All shipments will be sent United Parcel Service (UPS) ground service unless other arrangements have been agreed upon in advance. All overnight shipping expense will be charged to customer.

### Claims of Shortages:

Claims of shipment shortages should be made to Andrews Products, Inc., as soon as possible. Damaged shipment claims must be made directly to the shipping carrier.

### Returned Goods:

Any parts returned for credit, exchange or inspection should not be sent without calling for a **Return Merchandise Authorization** number (RMA). A 20% charge will be deducted from the original invoice price on all items accepted for return. Custom or obsolete parts will not be accepted for return credit or adjustment unless there is a warranty question. Andrews Products reserves the right to make changes to prices or sales policies at any time without notice.

### Shipping Charges for Returned Goods:

Shipments must be sent freight prepaid. Any shipments sent freight collect will be refused. Goods must be packed to prevent damage in transit. Goods damaged because of improper packing will not be accepted for credit.

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## LIMITED WARRANTY POLICY

Andrews Products, Inc. warrants that its products as shown in this catalog are free from defects in material and workmanship. The warranty extends to original retail purchasers only and is not transferable to anyone else.

The warranty extends for 90 days from the purchase date. Because of the great variety of possible modifications and changes made to motorcycles and/or engines which may affect the performance or durability of other related components, Andrews Products, Inc., obligation under this warranty extends only to the repair or replacement of parts specifically manufactured or sold by Andrews Products, Inc.

Not covered by warranty are parts which show evidence of misapplication, abuse, improper maintenance, any alterations from their original configuration, or failure to follow installation instructions.

In addition, Andrews Products, Inc., reserves the right to make changes to products or specifications at any time without obligation to modify previously manufactured parts.

No person, company, or other organization is authorized to assume for Andrews Products, Inc., any warranty responsibility or make any binding judgements regarding warranties of any parts which may become the subject of a warranty claim.

If you feel that you have a valid warranty claim call for a returned merchandise authorization (RMA) number and then ship parts to Mount Prospect, Illinois, with proof of purchase included! No claims will be considered without valid proof of purchase documentation. Freight charges must be prepaid. Returned parts will NOT be accepted freight collect.

On specific parts which are returned showing damage due to normal wear, Andrews Products, Inc., may offer new replacement parts charged to the customer at a reduced cost.

Any parts which have been replaced for any reason become the property of Andrews Products, Inc., and will not be returned under any circumstances.