



# Mustangs Plus Company Policies and Order Information

## WARRANTIES

Most parts sold by Mustangs Plus carry a manufacturer's warranty which is usually 90 days from the date of purchase, unless otherwise noted. All manufacturer warranties are passed on to the buyer. All parts sold by Mustangs Plus carry a 30 day warranty against defects in workmanship and materials. Mustangs Plus' liability on any and all products is limited to the replacement of defective parts only. Labor or any other monetary expense regarding any part sold is the responsibility of the customer.

## DAMAGED PARTS AND SHORTAGES

Parts that are damaged during shipment are the responsibility of the carrier. All carriers inspect packages at the point of pick up. If your package is delivered damaged, have the person delivering note the damage, especially on truck freight shipments. Then call for customer service at (800) 999-4289 and ask for the best way to contact the carrier. Shortages and damaged items must be brought to our attention within 7 days of your receiving the order.

## RETURNS / EXCHANGES

At Mustangs Plus, we try to make returns and exchanges as simple as possible. If you are not 100% satisfied with any product you have purchased from Mustangs Plus, you may return or exchange it within 90 days. All return shipping charges are the responsibility of the customer. Any returns sent C.O.D. will be refused. All returns, regardless of type, must be accompanied by a copy of the original invoice and have a Return Authorization Number (see below).

**To Return or Exchange a Part. Call (800) 999-4289 to obtain a Return Authorization Number.** Our goal is to make your return as quick and easy as possible. This number is necessary to provide you with the best possible service. Please clearly mark the Return Authorization Number on the outside of the package near your return address. Sending a package without a Return Authorization Number will result in a delay in processing. **Always insure your return** for its proper value to protect yourself against the carrier losing or damaging your package.

## EXCLUDED PRODUCTS & SERVICES

Sorry, but we can not give refunds on the following parts: electrical parts of any kind, magazines, shop manuals, books and literature, used parts of any kind, any new parts which have been installed or attempted to be installed, any parts not in their original box or wrapper, etc. Fiberglass and sheet metal that has been altered in any way (sanded on, painted, ground on, etc.) may not be returned. Be sure to check the part over thoroughly for shipping damage, workmanship and fit before altering it in anyway. Shipping charges are not refundable unless we clearly sent you the wrong part. **Always insure your return** for its proper value to protect yourself against the carrier losing or damaging your package.

## BACK ORDERS

Mustangs Plus will do our best to notify you of any parts we are temporarily out of stock at the time you place your order. Any back ordered items will appear as such on your invoice and will be shipped out as soon as we receive them in stock. You will not be charged for back orders until the item(s) ship. Please make sure both your daytime and nighttime telephone numbers accompany all mailed in requests and orders.

## BUSINESS HOURS

Monday through Friday, 8:00 am to 5:00 P.M., Pacific Standard Time.

Saturdays 8:00 am to Noon.

Closed Sundays.

Many products sold by Mustangs Plus are designed to modify your car from factory specifications. Buyer accepts all risk and responsibility concerning installation and usage of these products. Mustangs Plus accepts no responsibility and offers no warranties, expressed or implied, regarding the safety of any of these products.

## OTHER COMPANY POLICIES

NOTE: All prices are subject to change without notice.

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MUSTANGS PLUS assumes no responsibility for errors or omissions in this catalog. We have tried our best to have current prices, current information, and accurate photographs throughout this catalog. However experience has taught us that errors do occur.

Due to year and manufacturer, pictures may not necessarily represent the exact appearance of the part you'll receive with your order.

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