

POLICIES



PAYMENT POLICY



ARCO accepts the following major credit cards: MasterCard, Visa, American Express, and Discover. Credit card orders will be shipped immediately. **All shipments are processed by credit card only.**

SHIPPING

MONDAY - THURSDAY - CLOSED FRIDAYS

MINIMUM ORDER: \$50.00 (U.S. currency only). Please add 15% for Parcel Post. We are proud of our prompt, efficient service. 99.8% of all orders are shipped within 24 hours of placement. Shipments of 150 lbs or less are shipped via UPS or FedEx. Larger orders are shipped freight collect. All orders are shipped F.O.B. shipping point.

PRIORITY SHIPPING: Next day, second day, air, and air freight shipments are subject to an additional \$5 handling charge. Priority shipments will be hand-carried through the order process. **All orders received before 2:30 P.M. CST (M-TH) will be shipped the same day.**

DROP SHIPPING: Unless a duplicate order is placed for inventory, a 10% surcharge will be added for all drop shipments.

WARRANTY

ARCO products, when properly installed, are warranted by ARCO against defects in materials and workmanship for a period of **12 MONTHS FOR LEISURE USE**. Products used in commercial or racing applications are warranted for a period of 90 days.

This warranty extends to the application under normal use and service and **does not apply to rust, corrosion, submersions, cut wires, deliberate abuse, burnouts, broken drive gears, internal gears or housings. Improper installation, careless handling, tampering or dismantling of units makes this warranty null and void.**

**Our warranty is limited to repair or replacement of the defective unit.
It does not cover labor or any other expense.**

This warranty being expressly in lieu of all other obligations or liabilities and ARCO neither assumes nor authorizes any other person or firm to assume for it any other liability in connection with the sale of its products or merchandise.

NOTE

Our warranty is limited to the repair or replacement of defective units only.

Labor or any other expenses are NOT covered.

All warranty returns must have a RETURN GOODS AUTHORIZATION NUMBER and include a complete explanation of malfunction.

RETURNS

LOST OR DAMAGED GOODS: Our responsibility ceases when the transportation company signs the bill of lading signifying your merchandise has been picked up in good condition. If part of your shipment is lost or damaged, do not accept shipment until the freight agent makes a notation on your freight bill.

THOROUGHLY INSPECT YOUR SHIPMENT AS SOON AS IT IS RECEIVED. If any concealed loss or damage is discovered, it is absolutely necessary for you to request an inspection by your freight agent. We are willing to give our assistance in collecting claims for loss or damage; however, we cannot be responsible for claims collection or replacement of damaged goods.

STOCK ADJUSTMENT:

All returns must be pre-approved and are subject to a 15% handling charge or an offsetting order of twice the equivalent value. Merchandise must be returned freight prepaid in original packaging and in saleable condition. **Dirty or damaged packaging will be replaced and charged to the customer's account.**

WARRANTY RETURNS:

All returns must be pre-approved and returned **FREIGHT PREPAID**. Warranty returns must include a complete explanation. Return warranty units for evaluation to:
**ARCO Starting and Charging
3921 Navy Boulevard
Pensacola, FL 32507-1296 U.S.A.**

PACKAGING:

All returned items must be packaged with due care in the original ARCO box(es). A copy of the original ARCO invoice and the returning company's packing list must be included. The packing list should show the ARCO part number(s) returned. **All warranty returns must include a complete explanation of the problem.**

