

BUYER'S GUIDE

Select any of the 200+ products displayed on the www.driverwarehouse.com website, and order Online, via Phone, Fax, or through Mail.

1 Online Ordering

No matter where you are located globally, online purchase is the fastest and most efficient way to buy a product. You can order any of our products for direct shipment through our website www.driveswarehouse.com If you are a new customer, please register at our website.

Your email address will be assigned as your account name. You can quote this account name for all your future purchases. In order to enable us to accept and process your order, the following details must be provided: (a) A valid credit card, (b) Shipping address, (c) Phone number (d) Email address and Name of the contact person.

2 Order by Phone

When you place your order with www.driveswarehouse.com via phone, your call will not have to wait in a queue. You can always be sure that there is a live person to process your order details at the other end. If for any reason, we are unable to attend you, our sales representative will always return your call within the next 15 minutes.

You can call **1-888-476 5944** to place an order, 6:00 am – 6:00 pm (CST), Monday to Sunday.

3 Order by Fax

Please use our order form to fax us your order details. We will confirm the receipt of your order via fax. We aim to process your fax order the same day that we receive it. (Except for fax orders received on non-business days, which will be processed on the next working day.)

You can send your fax to us on **1-888-476 5945**.

4 Mail Orders

Just fill up our order form, and send it to P.O. BOX 822720, DALLAS, TX 75382-2720. Our Customer Service Rep. will contact you via phone, fax, or email to confirm receipt of your order. The receipt of payment is verified prior to shipment.

5 Processing of Orders

All online orders are processed as soon as they are received into our email system. (Provided there are no credit or shipping delays). To ensure that you receive your products on time, we process faxed or mailed orders on the same business day that they are received. However, any orders that are faxed and e-mailed on weekends and on holidays are processed on the next business day.

6 Payment Options

For all transactions, payment is accepted in U.S. dollars only. All purchases are prepaid.

Credit Cards: We accept major credit cards like MASTERCARD / VISA / AMEX. All credit card orders are verified prior to shipment. Delay in the credit card payment process, can hold up your same day shipment. In case of any such eventuality, we will call or e-mail you and try to minimize the delay.

Wire Transfer: For payments through Wire Transfer, please call 1-888-476 5944 or email sales@driveswarehouse.com for wire transfer instructions.

Others: While Credit card is our preferred method of purchase, we also accept other form of payment such as Cashiers Checks, Money Orders, Company Checks, and Personal Checks. Please note with Company Checks, and Personal Checks there is a 15 days waiting period from the date of receipt of the check before delivery.

Cash on Delivery: Cashiers Check or Money Order accepts COD orders only.

7 Shipping

Our preferred shipping carrier for Ground is UPS and for Next Day Air is FedEx. FedEx Ground is not offered at Driveswarehouse. Orders received on Saturday requiring Monday delivery are shipped via FedEx Next-Day Air only. While next day delivery is available for most items, few items require 5 – 7 days delivery time. All freight charges are prepaid and added to the invoice, which includes Insurance & Handling fees. For single item purchases, please refer SHIPPING OPTIONS AND COSTS MENU, prior to making the payment.

8 Insurance

When we deliver your purchases, we ensure that all items are shipped with full insurance. If you find that the item you purchased is damaged, ensure that it remains at the destination, within the original packaging, for inspection by a representative of the freight carrier.

9 Concerns

If you are worried about your shipment, you can monitor it with the help of the tracking number. Tracking number is sent automatically by email for on-line orders. If you have placed your order using any other form of order such as phone, mail, or fax, you must request tracking number notification.

10 Money Back Policy & Restocking Fee

ALL PURCHASES ABOVE \$5000 ARE SUBJECTED TO A RESTOCKING FEE OF 20% PLUS SHIPPING COSTS TO AND FROM CUSTOMER LOCATION. All purchases under \$5000 comes with 30-day money-back guarantee policy. (Days are counted by product receipt & return dates confirmed by UPS/FedEx tracking numbers.) Products must be returned in their original packing, and without any damage. All return items are subjected to complete inspection prior to refund.

11 Return Procedure

If you are unsatisfied with any of the products that you have purchased at www.driveswarehouse.com, and wish to return it, all you have to do is call our Customer Service at **1-888-476 5944** or email to sales@driveswarehouse.com to obtain the Return Material Authorization Number (RMA#).

12 Warranty

All products from www.driveswarehouse.com come with 12 months warranty against defects in material or workmanship. To initiate a warranty claim, all you have to do is call our Customer Service at 1-888-476 5944 or email to sales@driveswarehouse.com to obtain the Return Material Authorization Number (RMA#).

13 Taxes

Driveswarehouse does not charge and collect any taxes whatsoever to its US customers. However, international customers are responsible for the payment of import taxes, and duties as required by freight carriers.

Please use the following address and numbers to direct your queries or place an order:

P.O. BOX 822720,
DALLAS, TX 75382-2720
Email:
sales@driveswarehouse.com

General and Sales Enquiries
Sales/Accounting Phone: 1-888-476 5944
General Fax: 1-888-476 5945
Accounting Fax: 1-888-476 5945
Sales>Returns: 1-888-476 5945
Tech support: 1-888-476 5944
Visit us at our website www.driveswarehouse.com

Fax/Mail Order Form

Instructions: Please **PRINT in CAPITAL** letters using **BLACK** ink only. Fill in the applicable ovals completely (*). Mail this completed form and your payment to DrivewareHouse.com in fax or email provided or to the address on the bottom of this form.

1 Client Information

Primary Member Name (Last Name)

(First Name)

Delivery Address (fill in a street address, City and Zip code)

City

State

Zip code

Phone Number

Email Address, (essentially required)

Providing your e-mail address and phone number authorizes us to contact you about your Drivewarehouse account or our services. This information will not be shared with any outside party. If other household members also use this e-mail address, they may be able to access your information.

2 Shipping/Payment Information

Payment, when applicable, is due with each order and may be made by credit card, check or money order. Payment by credit card is preferred. If paying by check, make the check payable to Drivewarehouse. Please write your member identification number on your check.

Item Model/Part No.:

Quantity

Credit Card Number

Expiry Date