

Shipping & Ordering Information

PHONE: Orders can be placed by phone during our regular business hours. We are open from 8-2:00p.m. U.S. Pacific Coast Time, Monday through Friday. U.S. and Canadian customers can call toll-free 1(800) 356.0012; International call 1(760) 438-2205.

E-MAIL: InternationalMercantile@hotmail.com

FAX: Complete the order form and fax it to us at 1(760) 438-1428 (24 hour number).

MAIL: Complete the order form, with all information concerning car, terms of payment, and shipping address.

PAYMENT TERMS: We accept VISA, MasterCard. Please provide the full cardholder name, account number, expiration date and last three digits of number on back of card, billing address, shipping address, and a phone number. We also accept certified bank checks or drafts, and International money orders. International money orders must be in U.S. dollars, payable to a U. S. bank. We accept personal checks and ship as soon as they clear our bank. Any order accompanied by a personal or company check may be subject to a 7-day delay until the check clears our bank. C.O.D. orders are accepted: cash may be required. Make all checks payable to *International Mercantile*.

QUESTIONS CONCERNING ORDERS RECEIVED: Please call with invoice number.

RETURNS: Unless shipped in error or defective, no merchandise will be accepted for return after 21 days. Returned merchandise must be shipped freight prepaid and returned in condition received. No credit will be given due to improper installation/modification. ALL SALES ARE FINAL AFTER 30 DAYS.

DAMAGE CLAIMS: All transit damage claims must be made with the carrier (usually U.P.S.) Under no circumstances should damaged merchandise be returned to International Mercantile,

PRICES: All prices are subject to change without notice.

SHIPPING CHARGES WITHIN U.S.A.

Please add the following to your order for shipping and handling. These are approximate charges: charges may be more or less.

Under \$10.00 Order		\$ 5.00
Over \$10.00 Order		\$ 10.00
Carpets, Upholstery Items	<i>additional</i>	\$ 12.00
Rubber Floor Mats	<i>additional</i>	\$ 10.00
Aluminum Parts	<i>additional</i>	\$ 8.00
Rubber Kits	<i>additional</i>	\$ 10.00

NOTE: If you live outside the U.S. mainland, DO NOT FIGURE FREIGHT. We will notify you of freight charges. Please call 1(760) 438-2205 or Fax 1(760) 438-1428.

ORDER TOLL FREE 1(800) 356.0012

Call us Monday through Friday 8:00 – 2:30, Pacific Coast Time. Phone 1(760) 438.2205 worldwide or fax 1(760)438.1428 24 hours a day. We can also be reached at our Web site @ www.IM356-911.com

Email us at: InternationalMercantile@hotmail.com