

Crupi Terms and Conditions for all Consumer Shipments

Online orders:

Only credit card orders can be placed online. All terms of sale online are defined below.

Credit Card Orders:

We accept Master Card, Visa, Discover and American Express payments at time of purchase. You must provide the name on card; card number, expiration date and security code (**last 3 numbers on the back of Visa, M/C or Discover, 4 numbers on front just below card number for American Express**).

Parent approval is required on all orders placed by minors.

COD Orders: (Domestic shipments only)

There is a \$ 50.00 minimum purchase required for all COD orders. All COD orders must be paid by money order, certified or cashier's check. (this means you must have the exact amount ready for the UPS driver or he won't leave the order). Personal and business checks will not be accepted for COD orders. All COD orders will be charged a \$10.00 fee by UPS, which will be added to your order. If you refuse a COD shipment, you will be responsible for all shipping charges. 24hr, 48hr and 72 hour air shipments are not available for COD orders.

Personal Checks:

Crupi must receive full payment before any order is shipped. This means that if you mail in a personal check to pay for your order, the order can be held up to 15 days before shipping or until the check has been cleared. Returned checks are subject to a \$35.00 service charge or the maximum allowed by law. In the event that your account requires legal action or a collection agency, the fee will be added to your balance and collected.

California Residents:

Orders being shipped within California will be charged the 9.75% state tax.

International Orders:

We ship worldwide and all shipments are shipped via UPS or USPS by request. We accept money orders, Master Card, Visa, Discover and American Express credit card payments and US bank drafts. Wire transfers of funds are also available but require additional fees to process. Freight charges for international shipments are dependent upon weight and dimensions. Duties, taxes and brokerage charges are the responsibility of the consignee.

Insurance is added for each package being shipped internationally. However, insurance is not available for boxes valued over \$500 when shipped by USPS.

International shipping with USPS (United States Postal Service)

The benefit to shipping with USPS is that the shipping cost is usually less expensive and on smaller valued shipments, customs fees are sometimes waived. However, here is a list of problems when shipping with USPS:

1. USPS has very strict box size requirements which mean only smaller size boxes can ship via USPS (large frames and cruiser wheels usually cannot ship via USPS to most countries). This means that larger shipments must be packed into many smaller boxes which can make the shipping cost add up.
2. Insurance on orders over \$500US per box is not available for USPS shipments. This means that if you choose to ship your order with USPS and the value of a box is over \$500US, you will not be compensated if the order is lost or stolen. Only boxes with values under \$500 will be reimbursed for the amount of the invoice once the claim has been settled and paid by the shipping company.
3. Shipping with USPS usually takes longer than if you were to ship via UPS. You can request Express Mail which can be faster but the box size requirements are even smaller than if you were to ship via Priority mail.
4. Although a tracking number is provided with each shipment, you must request this number from Crupi in order to track the shipment and shipments are not scanned into the USPS system until it reaches the country of destination. Therefore, tracking ability is terrible.
5. Pick ups for USPS must be scheduled in advance so your order does not get picked up from Crupi until the next day which is another shipping delay.

International shipping with UPS (United Parcel Service)

Shipping with UPS is quicker and more efficient than with USPS. However, shipping costs are usually higher depending on the destination country. Here is a list of benefits of shipping with UPS as you get what you pay for:

1. No box size requirements meaning we can pack more into a larger box which can bring the cost down from shipping with multiple boxes.
2. No minimums on insurance meaning in the event of a claim, you can be reimbursed for the shipment once the claim is settle and paid by UPS.

3. Shipping is much quicker with UPS. UPS picks up from Crupi each day so your shipment can leave the day you place your order. Usually shipments arrive within 3 to 5 days depending on the method you choose to ship by (Expedited = 5 days, Express = 3 days).
4. Tracking numbers are emailed directly to you once the package is picked up from Crupi. UPS scans the package each time it arrives to a new location. This means that you can track the package every step of the way.

Domestic Shipping (inside the USA)

All orders received before noon (Pacific Standard Time) Monday through Friday will be shipped same day provided there are no special circumstances or custom wheel builds. All orders over \$250.00 will be shipped free via UPS regular ground.

Shipping F.O.B. Origin

All orders shipped from Crupi are F.O.B. Arcadia, CA. "FOB Origin" (Freight on Board) indicates the buyer pays shipping cost, and takes responsibility for the goods when the goods leave the seller's premises.

Backorders:

Sometimes a particular item may be out of stock. Back orders will be shown on your invoice but will not be shipped once the item is back in stock unless requested. For best up-to-date information on the status of an item, please call (626) 445-1656.

Shipping Damage:

If your order is delivered damaged, please notify your local UPS hub. You must save your box for proof of shipping damage or your claim may not be processed.

Shortages and Wrongful Shipments:

Crupi prides itself on filling the order 100% correctly but accidents can happen. If we have made a mistake on your order, please notify us immediately. We will work with you to best resolve the problem. Crupi will at its own expense send a call tag to have the wrong item picked up from you and then send the correct item to you via UPS Ground shipping. (Requests for 1 day, 2 day and 3 day shipments will require the dealer to pay the extra cost).

Returns:

We want you to be completely happy with your order. Please inspect your order thoroughly. If you are not satisfied with your order, we ask that you return the merchandise within 10 days of purchase accompanied by the

original receipt, in brand new condition and in the original packaging. No returns are accepted without prior authorization. All returns are subject to a 15% restocking fee. Returns cannot be made on any item that has been installed. Customers exchanging product are responsible for all shipping charges. Our returns department retains full discretion on granting full or partial refunds, exchanges or credits. All returns must be shipped pre-paid. Returns shipped COD will be refused.

Credit Procedures:

We issue credits for accepted claims. If you paid with a credit card, your refund will be issued to that same credit card. Payments by any other method will be refunded by a company check mailed to your billing address within 5 business days after we have been assured of proper credit for your payment.

Warranty Issues:

All warranty issues must be handled directly through Crupi Parts. Crupi stands behind its products against manufacturing defects. Bending is not considered covered under warranty but all warranty issues will be handled on an individual basis. You must have prior authorization before sending in any warranty item and it must be returned freight prepaid. This includes all customers outside of the United States.

100% Satisfaction Guarantee:

We at Crupi Parts want you to be completely happy and satisfied with your order. If for any reason you are unhappy with your order, please notify us immediately to arrange a return. See returns above for more information.

Please keep your receipt!