



ORDERING, SHIPPING AND RETURN INSTRUCTIONS

1. TELEPHONE ORDERS

- a. You can place an order for immediate shipment by calling 1-800-748-4269 Collect. Phone Orders must be paid by MasterCard, Visa, Discover or American Express. C.O.D. orders will be accepted for amounts totaling less than \$300 and that can be shipped U.P.S. NO truck line shipments are sent C.O.D.
- b. If you wish to wire your funds, please note information:

For Further Credit To: First National Bank of Layton
12 South Main
Layton, Utah 84041
(801) 544-4241

International Wire
ZFNBUS55
Zions First National Bank

ABA #124300754
On Line with Fed Wire
Send Wire Type 10

Final Credit To: Boyce Equipment & Parts Co. Inc.
Acct. #01205020 01

2. MAIL ORDERS

- a. If available, please use Boyce order form, carefully filling in all requested information. If you do not have an order form, clearly print your name, address, a phone number at which you can be reached during business hours (8:00 a.m. – 5:00 p.m. Mountain Time), and your home phone number. (Please use physical address; U.P.S. will not deliver to a P.O. Box).
- b. Show make, model and year of vehicle.
- c. Show part number and description of part(s) you're ordering.
- d. When necessary, make sure to include color desired.
- e. There is no sales tax on orders being shipped outside Utah. Residents of Utah must include sales tax.
- f. If you pay for your order via bank check, money order or credit card, it will be shipped within 2–4 weeks (unless item is out of stock.) Orders paid by personal check are held for two (2) weeks to let check clear your bank.
- g. If you have questions that require written answers, please include a stamped, self addressed envelope.

3. SHIPPING

- a. To keep prices low, and in fairness to everyone, shipping charges are not included in the price of an item. You must pay shipping on U.P.S., truck, air freight and parcel post shipments. U.P.S. charges are automatically added to credit card sales slips on charge orders. Charges will be included in C.O.D. shipments. Orders received by mail, paid by check or money order, in which shipping charges have not been included, will be sent shipping charges collect. All truck shipments are sent freight collect with payment going to the trucking company.
- b. Unless notified otherwise, all shipments are F.O.B. Ogden Utah.
- c. Trucking lines are chosen from experience, with consideration given to transit time and price. You may request a particular freight company. We will do our best to ship accordingly.
- d. **IMPORTANT!!!** All shipments should be carefully inspected at time of delivery, because all freight damage claims must be filed by you to the delivering carrier immediately. (Note: It is much easier to resolve a damage claim if you have the driver's signature on the freight bill noting damages.) Do not refuse freight if damaged- this only wastes time and money. The merchandise leaves our warehouse in excellent condition; therefore, Boyce accepts NO responsibility on damaged freight.
- e. To keep your costs down, we ship our parts under special classifications that provide low rates.
- f. APO/FPO address, complete payment is mandatory. On items that cannot be sent parcel post, an actual physical address is necessary. Credit card orders cannot be sent to APO/FPO addresses.
- g. Over 90% of our merchandise is in stock at all times. However, if an item is back-ordered, you will be notified at once with the approximate shipping date.

4. RETURNS

- a. Authorization must be obtained prior to returning any merchandise. A Return Goods Invoice (RGI) number will be given to you upon approval. This number must appear clearly on the outside of the package you are returning.
- b. Merchandise being returned must come back freight prepaid, in original package, and with a copy of the original invoice.

PLEASE NOTE:

If this procedure is not followed, **NO** credit, **NO** refund, **NO** exchange will be allowed.
All returns must be made within 30 days of purchase date.

Not responsible for typographical errors.
All prices subject to change without notice.