

# **PARTS - SHIPPING AND RETURNS**

## **SHIPPING**

All shipping costs are automatically calculated on our parts e-store prior to paying for the items you are purchasing. You have the option to choose UPS or USPS on most items. Some items will state they must be shipped by freight or UPS. All shipping charges are based on the total weight of order, the location it is being shipped to and options you choose regarding how quickly you need the items delivered.

Almost all items ship the same or next day except if it is a special order item. Items may ship from multiple warehouses so if you do not receive all your items in the first package, the other items are typically on their way from another warehouse.

## **SPECIAL PACKAGING**

Some large, fragile or irregular shaped items may have a special packaging cost. Shipping companies are famous for damaging items in transit, so we go the extra mile to package your order with extra care to help prevent damage. The special packaging cost covers the packing, packing materials, boxes and the extra shipping charges that we are charged from UPS due to the size of the box. When you add an item to your cart it will automatically add the special packaging cost to the price of the item on your order. If you need to return an item, the special packing costs are not refundable.

## **RETURNS**

Please include one copy of the original invoice with your return shipment. On the invoice, please include notes as to which items are being returned and the reason(s) for their return.

Terms: NO RETURNS ON CUSTOM MADE ITEMS. Claims on damaged goods must be filed within 3 days of receipt. No returns after 30 days. The merchandise must be returned complete and unaltered, properly packed in the original carton, (if applicable.) If items were defective or shipped incorrectly, please notify us and we will issue a call tag for pickup. If you ordered in error, returns will be accepted within 30 days of the original invoice date with postage prepaid and the items in original condition. We will not refund any shipping. We will not refund any special packaging fees even though they are added to the cost of the item on your order.

Please return items to:

Return # \_\_\_\_\_ (Put your order# here)

Vintage Campers LLC  
2574 S. Strawtown Pike  
Peru, IN 46970

Our goal is to be a pleasure to do business with and to keep you 100% satisfied. We do not charge any restocking fees. If above conditions are met, we will give you a 100% refund on the item(s) you returned. However, if the item(s) are damaged in any way or not in the same condition they were shipped to you, then we will be unable to provide a full refund.