

# Company Policy

**GENERAL:** We are proud to provide you with the finest quality merchandise available! Ninety-five percent of our orders are shipped within 24 hours! Our expert, friendly customer service representatives are here to serve you from 7:00 am to 5:30 pm Monday through Friday E.S.T. **We strive for nothing less than total customer satisfaction.**

**ORDERING INFORMATION:** When ordering from this catalog, please provide us with the complete part number of the item requested. This will minimize any delays and expedite your order. For your convenience all major credit cards are accepted and are subject to a \$9.95 handling charge. Minimum order: \$50.00. We do not ship C.O.D.

**BACK ORDERS:** We stock an adequate supply of all the merchandise in this catalog. Occasionally we may have to back order an item. **Back orders will be shipped upon arrival, unless you notify us to the contrary.**

**SHIPPING INFORMATION:** All orders are shipped via UPS or Federal Express. Heavier items may be shipped by truck (common carrier) at our discretion. Before accepting any damaged package from a carrier, please open it and note the actual damage on both yours and the carrier's receipt. Unfortunately, multi-package shipments sometimes do not arrive on the same day. Please wait until the next business day before calling our customer service department. After that time we will be happy to trace your order with that carrier. Our customer service department phone number is (954) 974-1960.

**RETURN POLICY: MANUFACTURERS AND DISTRIBUTORS ARE GETTING MORE AND MORE STRICT ABOUT RETURNS. IF AN INCORRECT PRODUCT HAS BEEN SHIPPED OR IS DAMAGED, WE WILL BE HAPPY TO TAKE CARE OF IT. IN ORDER TO PROCESS ANY RETURN:**

- THE PACKAGING MUST BE IN ITS ORIGINAL, RESALEABLE CONDITION UNLESS CAUSED BY SHIPPING DAMAGE.
- PRECISION MUST BE NOTIFIED WITHIN 10 DAYS OF INVOICING.
- THE PRODUCT MUST NOT HAVE BEEN MOUNTED OR MODIFIED IN ANY WAY.
- JUST CALL 1-800-345-1960 FOR A RETURN AUTHORIZATION NUMBER. SORRY, WE CANNOT ACCEPT A RETURN WITHOUT THIS NUMBER.

\*\*PLEASE NOTE: SPECIAL ORDERS, ELECTRICAL PARTS AND NON-STOCKED ITEMS ARE NOT RETURNABLE.

\*\*ALL STOCKED ITEMS ARE SUBJECT TO A 25% RESTOCKING FEE.

\*\*NO CASH REFUNDS - A CREDIT WILL BE APPLIED TO YOUR ACCOUNT.

**PRICING POLICY:** The prices in this catalog are current at the time of printing. Pricing in this catalog supercedes pricing of all previous catalogs. Precision Small Engine Company reserves the right to change any price without notice. We are not responsible for typographical errors.

**WARRANTIES:** There are no warranties which extend beyond the description set forth in this catalog. On equipment, engines and any item covered by the "Manufacturer's Warranty" there is no expressed or implied warranty by Precision Small Engine Company except as stated by the original manufacturer.

## REFERENCES TO "ORIGINAL EQUIPMENT MANUFACTURERS":

References to "Original Manufacturers" names or part numbers are for identification purposes only. The references in this catalog to manufacturers along with references to manufacturer's trademarks, drawings, logos, colors, and part numbers are for identifying Precision Small Engine Company parts, which may be used in lieu of corresponding parts made by the identified manufacturers. We are in no way implying that our parts are original equipment parts.

**FORCE MAJEURE:** Precision Small Engine Company shall be excused from failure to perform its contract in the event of fire, strike, labor dispute, war, embargo, transportation delay, material shortage, act of God, failure of carriers, contractor or supplier to perform, requirement or request of any federal or state government or any subdivision thereof, or any cause beyond the control of Precision Small Engine Company.

## PRECISION \$LOW-PRICES\$ GUARANTEE:

Precision guarantees your complete satisfaction on all of your purchases. Buy with confidence! If you can find a lower price in a competitor's printed catalog for the same item, simply call our customer service department within 15 days, and we will credit your account for the difference. You must furnish proof of the competitor's pricing. Some restrictions apply! Ask for complete details regarding this policy.

**PRECISION LEASING:** Affordable Leases: Minimum value \$2000.00 (Excluding applicable taxes and freight). 24-60 month terms are available; application required. Call 800-345-1960, for more information. (Leased items are non-returnable).

***Any copying of this catalog, drawings & parts herein is strictly prohibited without the written consent of Precision Small Engine Company, Inc.***

Precision, Your Golf Course Supermarket Since 1979 is a trademark of Precision Small Engine Co., Inc.