

Ordering Information

Product Orders or Information

1-866-433-9468

or fax us at 1-626-859-4431
24 hours, 7 days a week!
www.duropower.com

Mail order form to:
DuroPower Inc.

677 Arrow Grand Circle, Covina, CA 91722

To save time, we suggest that you fill out your order blank before calling. For additional Terms and Conditions visit our website at www.duropower.com

TO ORDER BY MAIL OR FAX

1. Fill out the enclosed order/fax form completely.
2. Include your daytime phone or fax number, in case there is a question about your order.
3. If you need additional space, photocopy the order blank, or use a blank sheet of paper.
4. Indicate method of payment on order form.
5. Add the appropriate shipping charges, please call 1-866-433-9468 for rates.
6. To mail your order, enclose your check or money order payable to DuroPower Inc. Tool and Equipment and send to the address Above .U.S. funds only.
7. Fax orders should include credit card numbers, expiration date and name of issuing bank.

SHIPPING INFORMATION

General: All shipments are FOB place of shipment. We prepay and add freight charges to your invoice. Backorders occur and are shipped as received.

Standard Ground Shipments: We ship your order using the most efficient method, although the size or weight of some items requires a specific carrier to be used. With all shipments, you can be sure that the most economical shipping method is chosen unless another method is requested. We cannot deliver to P.O. Box numbers, please provide a complete street address for prompt delivery. Please allow at least 10 business days for delivery before calling on order status. You will be notified if we cannot ship within 30 days. All items purchased from DuroPower are made to a shipment contract. This means the risk of loss and title for such items pass to you upon delivery to the carrier. DuroPower is not responsible or liable for any damage arising from shipment.

Truck Freight Shipments: Items too heavy or too large for standard ground shipment will be shipped by truck. Please call us for a freight quote. Write your daytime phone number on the order form so the order can schedule merchandise delivery to be made when you'll have unloading help on hand. (You are responsible for unloading. Truck freight companies do not require their drivers to unload shipments. An additional lift gate fee will apply if the driver unloads the merchandise.)

Customers in Alaska and Hawaii: Please call 1-866-433-9468 for rates. International Shipments: Please contact our international Sales Department for rates. Phone: 1-866-433-9468. Fax: 1-626-859-4431. Our international sales department is open M-F, 8 a.m.-5 P.m. W Coast US time. All orders shipped outside the contiguous USA must be Prepaid.

Help Us Eliminate Duplicate Mailings

If you get more than one copy of our catalog, please notify us. Just mail us the extra labels, and we will make the corrections. Thanks for your help. This will allow us to keep our catalog prices as low as possible.

Mailing Lists

We occasionally make our mailing list available to carefully screened companies whose products or services might interest you. If you prefer to have your name withheld, please send your mailing label along with a note to: Mailing List Dept. DuroPower Inc.
677 Arrow Grand Circle, Covina, CA 91722

CUSTOMER SERVICE

1-626-859-7475

**Customer Service Reps are here to help you
weekdays from 8:30 AM to 5 PM W Coast US time.**

DuroPower Customer Service Department is designed to serve you, the customer. If you have an order inquiry or a problem upon receiving your merchandise, call toll-free.

RETURN PROCEDURE

Items can be returned within 30 days with authorization and by filling out all of the information on the RMA Form under "support" at www.duropower.com. Refunds are for the cost of product only. Returns on damaged shipments require carrier (UPS, Parcel Post, FedEx, Truck company etc.) notification before calling Customer Service for return authorization. All returns must be made within 30 days. DuroPower cannot accept responsibility for damage incurred after a customer has signed for the merchandise in good condition. Gas and diesel powered products, once gassed or oiled cannot be returned to DuroPower. The manufacturer will require the customer to visit a qualified service center for inspection.

PAYMENT POLICY

Checks received with orders will be deposited upon receipt. All orders are processed assuming they will be shipped complete. However, back orders do occur; these items will be shipped as we receive them. In-stock, non-truck shipped merchandise paid by credit card will be charged when order is shipped; backorder items will not be charged until merchandise is shipped. We reserve the right to verify funds with your bank before shipping which may cause a delay of up to 10 business days. \$20 service charge for all returned checks. When you provide a check as payment, you authorize DuroPower either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day your payment is received, and you will not receive your check back from your financial institution.

SALES TAX

California residents must pay applicable sales tax.

PRICES/ACCURACY AND CONTENT

Prices and shipping and handling rates are subject to change without notice. Current www.duropower.com website prices supersede all previous prices. DuroPower reserves the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice (including after you have submitted your order). Please note that such errors. Inaccurate or omissions may relate to product description, pricing and availability. Photos may vary. We apologize for any inconvenience this may cause you.

DuroPower Customer Satisfaction Policy

We want you to be pleased with your order. If you are not satisfied, call or write to us within 30 days for authorization to return or exchange your merchandise. See the "Return Procedure" information above.

For additional Terms and Conditions visit our website at www.DuroPower.com

Please Call 1-866-433-9468 for Shipping Rates.

Track your order online at DuroPower.com



DuroPower®

CALL 1-866-433-9468 FAX 1-626-859-4431

Attention Sales Rep.# _____

Order Now: 1-866-433-9468 DUROPOWER

1 Orders: Please Print Clearly

Items#	Qty.	page No.	Description	Length/ Width/ Hight	Ship Wt.	Item Price	Total Price
1							
2							
3							
4							
5							
6							

2 Payment Method:

- Money Order Casher Check VISA
 MasterCard AmEx

CA residents/
business, please add applicable sales Tax.



Total Amount Enclosed U.S. \$.
Payment in U.S. Funds only. No Postage stamps

Card# _____ / _____ / _____

Exp.Date _____ / _____ Signature _____

Customer _____

Credit card billings address it different from shipping address.

Your Name _____
As it appears on your credit card

Company Name _____ Dept. _____

Billing Address _____

City _____ State _____ Zip _____

Phone(_____) _____ E-mail _____

3 Ordered By:

Is your address correct? Yes _____
If not, indicate changes in margin.

Phone(_____) _____ Day Night Fax (_____) _____

Email Address _____

4 Ship To Fill in only if different than ordering address

Name _____

Company(If applicable) _____

Shipping _____

City _____ State _____ Zip _____

'SHIP TO' Daytime Phone Number, In case of questions concerning shipment.

Phone(_____) _____ Fax(_____) _____

5 DuroPower, please mail a catalog to:

Name _____

Company(If applicable) _____

Add. _____

City _____ State _____ Zip _____

Phone(_____) _____ Fax(_____) _____

Email Address _____

Mail order form to:

DuroPower Inc.

677 Arrow Grand Circle, Covina, CA 91722

DuroPower®

Easy to Use Fax/Order Form