

# Sales Policies

## **CROWER CAMS & EQUIPMENT COMPANY**

6180 Business Center Court • San Diego • California • 92154-5604 • USA  
619-661-6477 • Fax: 619-661-6466 • www.crower.com • email: info@crower.com  
7am to 5pm PST • Monday through Friday • Closed from 12pm to 1pm PST for lunch.

## **WHERE TO PURCHASE CROWER PRODUCTS**

Crower performance products are available at better speed shops and performance warehouses throughout the world. If you are having difficulty locating a Crower dealer in your area and wish to order direct, call 619-661-6477 or go online at www.crower.com.

## **MINIMUM ORDER**

The minimum order is \$20.00 (if less than \$20.00, a \$2.50 service charge will apply).

## **PAYMENT POLICY**

Crower accepts only U.S. postal money orders, certified checks, cashier's checks and bank drafts as deposits or full payments. Personal or non-certified checks will not be accepted. Company checks are acceptable only if you have established credit with Crower prior to your order. Open accounts may be arranged by contacting the Crower Accounting Department. Credit applications are available upon request. **A minimum 50% deposit is required on all custom parts.**

## **CREDIT CARD POLICY**

We currently accept the following credit cards: Visa card, Master card, Discover card, and American Express. The following types of credit cards are not accepted: Diner's Club Card, and Gift Cards (Even if they have the Visa card, Master card, Discover card, or American Express logos they do not adhere to any safety protocols). To ensure that there is no credit card fraud here at Crower all credit cards must pass security screening. The following information must be provided by all cardholders whose credit cards are from banking/credit unions within the United States: **Cardholder Name, Credit card number, expiration date, Security code, and Billing Address.** If any of the above mentioned information is incomplete or invalid the order will be postponed until the correct information is provided.

## **ONLINE ORDERING**

**You can order any Crower product online at [www.crower.com](http://www.crower.com).**

## **FREIGHT & SHIPPING**

All shipping is F.O.B., San Diego, California. If no shipping instructions are received with your order, Crower will ship by the most reasonable means in accordance with the size, weight and destination of your order. If you desire special handling such as overnight and two day service (UPS and FedEx) please specify with your order. Drop shipments only if prepaid or open account. A fee will be applied on all dropship orders.

**The cutoff for processing all next day and second day orders is 12pm PST (3pm EST).**

## **LIMITED WARRANTY**

All Crower racing products are 100% inspected for quality and quantity prior to shipment. Certain Crower products are covered by a limited warranty, others are not. For product that are covered, a warranty card will be enclosed in the packaging, describing the specific terms and conditions. All guarantees or warranty claims must be referred to the Crower factory. **No dealer, jobber or warehouse is authorized to handle these claims directly.**

## **RETURNS, BACKORDERS & SHORTAGES**

All merchandise ordered in error is subject to a 15% handling and restocking charge. Merchandise may not be returned without written authorization from Crower. Special order or custom made parts are not returnable or refundable. Original invoice number and date of purchase must be furnished. All items must be returned freight prepaid along with written authorization from Crower. Out of stock items will be backordered and held until parts are available or order is cancelled by the customer. If you do not wish to have out of stock items backordered, please specify with your order. If parcel is received intact and a shortage or error is discovered, you must report this to Crower immediately and followed up in writing within 3 days after receipt of shipment. Merchandise sent in for refurbishing or specifications will be held for no longer than 60 days. Merchandise in our possession after 60 days will become property of Crower. **No returns or refunds will be accepted after one year.**

## **VACATION NOTICE**

Crower will be closed during the Christmas holiday season. A notice will be mailed out notifying our dealers of the exact dates.

# Warranty

## STATEMENT OF POLICY

- The warranties set forth below are made possible by Crower's state-of-the-art production facilities. All Crower products are tested in the laboratory and proven on the race track.
- Crower does not warrant performance of the products due to Crower's lack of control during product installation and usage. Warranty is void on any race application.
- Crower neither delegates nor authorizes any person(s) to assume obligations or liabilities on behalf of Crower in connection with any Crower products or sales of Crower products.
- Nothing in this statement shall alter or enlarge the terms of the warranties, obligations or liabilities issued with these products.

## WARRANTY PROVISIONS

Applies to all camshafts, valve train components, including hydraulic, solid, and roller lifters, valve springs, stainless steel rocker arms and pushrods, connecting rods, crankshafts, clutches.

## ONE YEAR WARRANTY

Crower warrants all of the above listed products against manufacturer's defects for one year from date of purchase by purchase user. Crower camshafts are designed to be used in conjunction with Crower kits to insure optimum performance. This warranty is valid only where complete Crower kit or one with comparable design characteristics and materials is used and proof of its purchase is returned to Crower with warranty card within thirty (30) days of purchase. If excessive lobe wear occurs during said one year period, purchaser must return the cam to Crower at 6180 Business Center Court, San Diego CA 92154-5604 USA, freight prepaid, where, at Crower's option, repair or replacement will be accomplished at no cost to purchaser and returned to purchaser, freight collect.

## THREE YEAR WARRANTY

Crower warrants all Crower camshafts against excessive lobe wear for an additional three year period after expiration of the one year warranty, as herein below provided. This warranty is valid only where complete Crower kit or one with comparable design characteristics and materials is used and proof of its purchase is returned to Crower with warranty card within thirty (30) days of purchase. If excessive lobe wear occurs during said three year period, purchaser must return the cam to Crower at above address, freight prepaid, where, at Crower's option, repair or replacement any above listed camshaft at a cost not to exceed fifty (50%) percent of the current list price and return to purchaser, freight collect.

## TERMS & DISCLAIMERS

The following terms apply to any Crower Warranty:

Crower warranties are void when the said Crower product in question has been physically altered, improperly installed or used or otherwise damaged due to no fault of Crower or has not been used for the said purpose it was intended or for which it was designed. Purchaser must fill out and mail to Crower the completed Warranty card within thirty (30) days of purchase to obtain the benefits of the foregoing warranties. Failure to do so voids all of the express written warranties herein above set forth. Implied warranties of merchantability and fitness are limited for a term of one (1) year from date of purchase. Some states do not allow limitation on how long an implied warranty lasts so the above limitation may not apply to you. In no case will Crower be responsible for incidental or consequential damages occurred during operation or as a result of product failure. These warranties are not assignable or transferable. These warranties do not apply to reground camshafts or components used thereon. Each warranty will apply to all repaired or replaced camshafts or components until the expiration of the remaining period of the original warranty. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state. Under no circumstances is Crower Cams & Equipment Company responsible or liable for any other products that may be damaged or destroyed during operation due to Crower's lack of control during installation and operation.