



## CALIFORNIA POWER SYSTEMS • CORONA, CA

### TOLL FREE CUSTOMER SERVICE

Phone Customer Service  
1-800-247-9653

Email Customer Service  
info@800-airwolf.com

When placing an order every customer is assigned a specific customer identification number. When following up on an order or placing a new order, it is very helpful if you can provide your assigned customer number for our reference. If the status of an order is required contact our Customer Service Dept. either by phone, fax or email giving the name under which the order was placed and the approximate date of the order. The more information you can provide our Customer Service agents the faster we will be able to locate your order and resolve any concern you may have. We pride ourselves on providing 100% Customer Satisfaction. You also have the convenience of checking order status online at [www.800-airwolf.com](http://www.800-airwolf.com).

### OUR PRICING POLICY—THE LOWEST OVERALL PRICES IN THE BUSINESS

We take great pride in offering customers the lowest overall prices in the industry. We print our catalog only once a year and in the interim we receive many cost increases from the manufacturers we represent. Due to our competitive pricing policy we must pass many of these increases along in the form of price changes. We will ship at current prices unless customer requests notification of price changes prior to shipment. We will continue to do our best to minimize increases and offer all of our products at the best possible prices. All prices are subject to change without notice.

NOTE: Freight costs can vary greatly depending on actual package size, weight and the destination. Our Order Department has no way to accurately estimate freight at the time order is placed and California Power Systems will not be responsible for any additional freight costs on any shipment. All prices are FOB Corona, CA and customer is responsible for actual freight costs as billed on invoice or shipped freight collect. **All catalog and website prices are in U.S. dollars.**

### 5 EASY WAYS TO PAY

- 1) Credit Card - We accept payment on VISA, MasterCard, Discover and American Express. Credit card number, expiration date and billing address of the cardholder are required. In order to prevent credit card fraud, we reserve the right not to accept payment by credit card on orders for certain types of products as well as from those who are not established customers. We also reserve the right to approve shipment of credit card orders only to the address on the credit card account.
- 2) C.O.D. - Orders may be shipped COD via United Parcel Service within the United States. Please note some restriction may apply to COD shipments. A handling fee is added to all COD orders to cover special documentation required.
- 3) Check - Customers may choose to pay by check by mailing in their order and enclosing a check. Customers may call ahead of time for current pricing and freight estimates.
- 4) Bank Transfer - International customers may wish to pay by bank transfer. Contact us for bank information to arrange transfer of funds.
- 5) PayPal

### HOW TO ORDER TOLL-FREE

Call the California Power Systems toll-free order line 1-800-247-9653, servicing the continental United States and portions of Canada. We have an experienced order desk staff who are pleased to assist you with your order. You may also fax your order at 951-372-0555.

### CONVENIENT ORDER DESK HOURS

Monday – Friday: 6:00AM to 6:00PM (Pacific Time)  
Saturday: 7:00AM to 3:30PM (Pacific Time)

### EASY ORDERING 24-HOURS A DAY

Communicating with us has never been easier. Place your orders, request quotations and submit your inquiries 24 hours a day by fax, e-mail or via the California Power Systems Website.

Fax: 951-372-0555  
E-mail: [info@cps-parts.com](mailto:info@cps-parts.com)  
Internet: [www.cps-parts.com](http://www.cps-parts.com)

### SAME DAY SHIPMENT

We strive to ship all orders placed by 4:00 p.m. warehouse local time, the same day the order is placed. Our experienced staff can offer various shipping options that will insure delivery of the order within your time requirements. Freight charges are invoiced based upon the warehouse from which the order is shipped. Same day shipment can be guaranteed on in stock, off-the-shelf products and not on orders for wood, metals, foams, fabrics and other products requiring cutting, as well as special order items. Count on California Power Systems to provide immediate shipment of the aircraft parts or pilot supplies you need.

### FREE SHIPPING ON ORDERS OVER \$350.00

Most orders over \$350.00, shipping within the 48 contiguous United States, will be shipped prepaid, with California Power Systems paying the shipping costs! This only applies to orders shipped UPS ground and which are more economical shipping by UPS than by motor freight. California Power Systems pays the freight, but any additional fees assessed by UPS (such as COD fees, hazardous materials, additional handling, etc) will be billed at time of shipment. Please refer to the UPS Service Guide for further details of additional charges that may apply. Orders that contain 5 gallon containers, cases of oil, and packages measuring more than 84 inches length and girth or 60 inches long are excluded. Core charges, hazardous materials fees, box charges, and insurance are not considered part of the \$350.00 value of an order. Our Free shipping offer does apply to orders for tires and batteries! Please inquire at time of order for clarification on whether an order will qualify for the new prepaid policy. Our exclusive prepaid policy is one more advantage you have in placing your order with California Power Systems.