

# ORDERING INFORMATION

## THE AIRCRAFT SPRUCE CATALOG FREE ON REQUEST



We want all aviators to have access to the wide range of products and services offered by Aircraft Spruce. Just give us a call on our toll free order line, send us a request for a catalog by fax, mail, or e-mail, and we'll have a complimentary copy of our catalog on the way to you the same day. Our catalog is also available on CD, or for download in pdf format at [www.aircraftspruce.com](http://www.aircraftspruce.com). If you know of someone who needs a catalog, please let us know.

**Note: Free Shipping on catalogs shipped within the USA (including Alaska + Hawaii).** Canadian and international catalog orders will incur a \$15 freight charge via Bulk Mail. Additional items may incur additional freight charges. Expedited shipping will incur additional freight charges.

Print Catalog..... P/N 01-38400..... **FREE**  
CD Catalog..... P/N 01-00612..... **FREE**

## VISIT THE AIRCRAFT SPRUCE STORES



Stop by one of our stores to view and purchase the many items listed in the Aircraft Spruce catalog. The Aircraft Spruce West store is open Monday thru Friday 8:00am to 6:00pm, and Saturday 7:00am to 3:00pm. The Will Call store at Aircraft Spruce East is open Monday thru Friday 8:00am to 6:00pm, and Saturday 8:00am to 4:00pm. The Aircraft Spruce Canada store is open

Monday thru Friday 9:00am to 5:00pm, Saturday 9:00am to 3:00pm. Call either office ahead of time to place your order and we will have it ready for pick-up upon your arrival. The staff at Aircraft Spruce West, East, and Canada welcome your visits.

## SPRUCE ONLINE



Aircraft Spruce Online provides customers with up to the minute account and order status utilizing their own personal computers. The Aircraft Spruce Web Site provides information on many of the products contained in this catalog, real time access to account information, open order status and filled order history available daily. Confirm order

on line in real time as they are processed, and view backorder status and product availability. In addition, our partnership with UPS provides you with up to the minute shipping information including package status, scheduling, and delivery exception.

[www.aircraftspruce.com](http://www.aircraftspruce.com)

## SHIPPING TIME

Orders placed by 4:00 pm EST and 4:00 pm PST Monday-Friday for "off-the-shelf", in-stock items are normally shipped same day from the respective location (Peachtree City, GA or Corona, CA). Our shipping departments are closed on Saturdays and Sundays.

Although we stock the vast majority of the items in our catalog, we cannot assure that they will all be on hand at all times. We ship every order as quickly as possible, and in the event of a delay, be assured that we are working hard to get your order shipped promptly. Due to order volume during holidays, we cannot guarantee that all orders placed can ship on the day after the holiday closure.

Orders for spruce, tubing and other special cut products may take a few days to ship depending on order volume. Special order products ship base on the lead times of each manufacturer. Note: Special Instructions may delay shipment of your order.

## ADDING ON TO AN ORDER

In order to ensure efficient, accurate processing of orders in the warehouse, we have several restrictions for adding on to placed orders. The restrictions include:

Orders that have "Packed" or "Invoiced" status

Orders qualifying for free shipping

Orders placed by PayPal

Orders containing special order items

We have also implemented a 1:00 pm local time cutoff for add-ons at the respective origin warehouse on the day the order is shipping.

If the order has an "open" status and it is before the 1:00 pm cutoff, you can add on to it using the website in the "Order Self Help" screen or by calling our Customer Service department. If we cannot add products to the open order due to the restrictions listed above, we will be glad to take a new order for the additional products.

## OUR 100% RECYCLED, BIODEGRADABLE PACKING PAPER

We have looked for a more customer friendly packing material alternative for some time, and we are pleased to announce that we will be using a 100% recycled, 100% biodegradable paper packing material to replace the peanuts. This material is suitable to our high volume shipping requirements, protects the contents of the box as well as the peanuts, and will allow customers to unpack their shipments without having to pick up peanuts afterward.

## CLOSING THE TRANSACTION

For our customer's convenience we enclose a copy of the invoice covering the order with each order shipped except those shipped to a third party. **If the order is paid by check and the check did not cover the full amount of the invoice, the amount of underpayment will be sent C.O.D. for the balance due plus C.O.D. fee of \$10.50 rather than delay the order.** If you have overpaid by check, the overpayment will be credited to your account or refunded. C.O.D. shipments are considered "paid" as soon as we receive payment from UPS, and credit card orders are paid automatically at time of shipment. We look forward to your next order!

## WHEN YOU RECEIVE YOUR ORDER

Upon receipt, the package should be opened promptly and material checked against the packing slip enclosed. Items out-of-stock at time of shipment will be marked as "back-ordered - to follow." These items will not be charged on the invoice enclosed with the package and will be forwarded as soon as delivery is received from our suppliers. The back-ordered items will not be charged until shipped. About 90% of the items featured in our catalog are carried in stock. Special items of hardware, bearings, unusual fittings and slow moving items are special ordered as required. However, even with the large inventory we carry, it is not uncommon to "come up short" on some items. If an item is missing and not marked "backordered", please advise us immediately by mail or call our Customer Service Dept.

## BACKORDERS

**Backorders are shipped from the warehouse (WEST OR EAST) that receives stock first.**

Although we make every effort to ship all orders "complete," it is often necessary to backorder one or more items if we are out of stock. When the partial order is shipped and invoiced, you are not charged for the backordered item(s) until these items are shipped. You are billed only for what is shipped. A backorder is created and shipped as soon as the items arrive. The backorder is then invoiced and any overpayment from the first invoice is applied to it. If you do not wish to have any items backordered, or wish to cancel an existing backorder, just let us know. We will do so immediately if the backorder has not been shipped. We are working continuously to keep all items in stock to preclude backorders. If a backorder is necessary, we do appreciate your patience. Aircraft Spruce pays the shipping costs within the 48 contiguous United States by surface shipping on backorders when the backordered items could have been shipped via UPS inside the first package at no additional freight cost. Except when the backordered items are oversized, hazardous, contain one gallon or larger, or COD shipments. We will continue to strive to maintain stock of all our products to keep the necessity for backordering parts to a minimum.

## RETURNED MERCHANDISE

**Contact Aircraft Spruce Customer Service by phone or email for RMA Number before returning any product.**

Merchandise may be returned for credit or refund within 30 days from date of receipt if received in resalable condition-packed in original manufacturer's box, complete with instructions and all components (if applicable). A copy of the original order showing purchase or information stating the invoice number and date of purchase, with reason for return must accompany the article. Any refund for a return outside of 30 days may be subject to house account credit only. Do not mail purchase information in letter form under separate cover. A restocking charge may apply on items that are missing components, are considered non-stocking parts, are outside of the 30 day return period, etc. Do not return any products C.O.D. as it cannot be accepted by our warehouse. All returns (excluding Canada) must be made to Aircraft Spruce West in Corona, CA, USA. Certain items may not be eligible for return (e.g. books, DVD's, videos, special order items etc). The outbound freight charge for returns on items shipped using our Free Shipping promotion will be deducted from the refund. Call first for return authorization and instructions.

**Important Note Regarding Canadian Returns: Returns for orders made from our Canadian facility may be returned to the Canadian warehouse. Canada returns do NOT need to go directly to either USA facility.**

## DAMAGE OR SHORTAGE

Open and examine all packages promptly. Notify the Aircraft Spruce Customer Service Department of any discrepancies in the order. If the merchandise is received in damaged condition or the carrier fails to deliver the entire shipment as shown on the Bill of Lading covering motor freight delivery, make note of the damage or shortage on the Bill of Lading and ask the driver to sign it. Then call the terminal office of the carrier and institute a claim for the loss or damage. If a package delivered by UPS arrives damaged, report this to the driver immediately. UPS will issue a report on the damage to Aircraft Spruce at which time a replacement shipment can be made.