

THE Wrench Custom Cycles

- Policies & Conditions -

Support:

If you need any technical assistance on products purchased *The Wrench, Inc.* just call us at (813) 248-4443.

Business Hours:

We're open Monday through Friday from 9:00am to 6:00pm Eastern Time and we will be happy to answer your questions regarding our products and services during those hours. We are closed on Saturdays, Sundays and most holidays.

Fax orders:

Please fill out our online order form and include a return fax & phone number where you can be reached. Our fax order line is (813) 248-4322. We do not have any product/tech support or price quotation service via fax. Please call our order line for information.

Orders by mail:

Please fill out our online order form and send it to: *The Wrench, Inc. 4911 E. Broadway Avenue, Tampa, FL 33605.* Please be sure to enclose the payment with the proper total payable to: *The Wrench, Inc.*

Prices:

Prices of all products DO NOT include shipping & handling charges. All prices are subject to change without notice Florida residents add 7% sales tax.

If you need any assistance regarding prices or shipping & handling charges, please call us. We will be happy to assist you.

Method of Payment:

All orders must be prepaid before we can ship. We DO NOT offer C.O.D. or Billing Service. We accept the following forms of payment:

- Domestically issued Visa or MasterCard (All Visa/MasterCard orders will be shipped to the billing address only.)
- Money Order(s) in U.S. Currency
- Certified Check(s) / Bank Draft(s) in U.S. Currency
- Personal Checks payable to *The Wrench, Inc.* (All returned checks are subject to a U.S. \$30.00 charge) Allow three weeks for check to clear.
- Electronic Funds Transfer/Bank Wire
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Methods of Shipping to Physical Addresses in the USA:

UPS, FedEx and DHL Shipping

Foreign Orders:

We ship worldwide daily and we welcome orders from outside the United States. Payment must be made in advance by credit card (Visa or MasterCard) or by wire transfer. IMPORTANT: If you pay by credit card, you must include the following:

- Cardholders name as it appears on the credit card
- The card number and expiration date
- The billing address of the cardholder
- Cardholder's signature and 3 digit cvs number on the back of card

At your request we will be happy to issue an invoice. Please specify UPS shipping or indicate the freight forwarder of your choice. We do not recommend postal shipment. All freight charges must be prepaid, WE DO NOT SHIP FREIGHT COLLECT (C.O.D.) Costs and Method of shipping vary. Please call us for personalized shipping quote.

Claims:

All products are packed carefully and correctly utilizing a triple check method before it leaves our facility. Damaged should be checked in the presence of the carrier. All claims for damage or loss to your shipment must be made with the carrier. Please keep all shipping cartons and packing materials for carrier inspection. For your own protection be sure to photograph the condition the package arrived in. *The Wrench, Inc.* will not initiate any claims with the carrier. Claims for shortage of items or damaged shipments must be made within five working days of receipt.

Return Policy:

Return for exchange or refund will only be allowed if reported within 5 calendar days from the date of receipt. All authorized return products must be unused and in their original packaging. NO return or exchange on products that show signs of having been installed, mounted, scratched or defaced.

No cancellations, refunds, or exchanges on special order items or custom order items will be allowed. No returns or exchanges on electrical items.

RETURN AUTHORIZATION NUMBER must be issued before any returns can be made. We will not accept returns without this number. Please write this number clearly on the outside of the returning package and tag the item(s) inside with your name and R.A. number. All returns must be received by *The Wrench, Inc.* within 10 calendar days after the R.A. number has been issued. The return authorization number does not imply a refund or replacement of the product, only that we will inspect the product based on your claim. Returns must be sent freight prepaid and insured by you. Original shipping & handling charges are not refundable. A photocopy of your invoice with invoice number must accompany your return along with a written explanation of the return and a contact number where we can reach you. It is the responsibility of the customer/installer to verify the correctness of size and application of the parts before installation. All approved refunds will be paid by either a company check, credit card or account credit, all to be determined by *The Wrench, Inc.* A 20% restocking fee will be assessed on all authorized returns.

Refused Shipments:

Any refused shipments sent back to *The Wrench, Inc.* does not constitute the right to a refund or credit. It is the customer's responsibility to make all arrangements with *The Wrench, Inc.* for the refused shipment. It is company policy to charge the customer freight charges associated with the shipment and a 20% restocking fee.

Back-Order Policy:

If an item is not in stock, we will hold a Back Order for you and ship the item as soon as it becomes available. If we experience a long delay, we will advise you of that fact. If you do not wish to wait for the back ordered item(s), we will cancel the item(s) you requested upon receiving instructions to do so. *All back orders will be held for 30 days. Please cancel by phone any back orders you do not wish held.

Availability of Products:

All items will be shipped according to availability. If items are not readily available, we will try our best to expedite all orders as quickly as possible. *The Wrench, Inc.* will not be held responsible for long delays beyond our control.

Product Specifications:

Prices, materials, design, specifications and recommendations are subject to change without prior notice. All product information presented in this website was true and correct at the time of publication.

Warranties:

No warranty whatsoever will be valid if the defect was caused by the customers abuse, negligence, and/or mishandling. All products sold by *The Wrench, Inc.* is only subject to manufacturers warranty, if any, and are subject to submission to the manufacturer for approval for repair or replacement of product. Customers however will be responsible for shipping & handling fees. No labor or inconvenience may be included in any claims. Parts and accessories warranties vary per the manufacturer. All gasket and leak repairs are warranted for sixty days. Custom work, fabrication, and product modifications are as is with no warranty.

Disclaimer:

Any/all of the words Harley, Harley-Davidson, H-D, Sportster, Wide Glide, Softail, Dyna Glide, Evolution, Springer and Fat Boy are registered trademarks of the Harley-Davidson Motor Company, Inc. and are utilized on this website for reference purposes only. *The Wrench, Inc.* is in no way associated with or authorized by Harley-Davidson Motor Co. to manufacture and sell any of the parts on this website.

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