

Please check the member side of the Dodge website at: www.dodgeco.com for up-to-date pricing information.

When placing a phone, fax or e-mail order:

For the most efficient ordering process we suggest the following tips:

1. Please write a list of what you would like to order.

Even if you plan to call us, this will save you time and ensure that you get everything you need.

2. On your list, write down:

- a) Each item's catalog number,
- b) The quantity you want, and
- c) The description. (This is important because we have so many similar products). If you don't know the catalog number, just give us a good description.

3. Please give us your account number.

You can find it on any Dodge invoice and write it here for future reference:

Account No. _____

4. If faxing:

The firm name, address, telephone number, and the name of the person placing the order.

5. Non-stock items take longer.

If we special order an item from the manufacturer for you, it will ship separately from Dodge stocked items. It could take up to 3 weeks to arrive (or longer, in the case of a few manufacturers).

CONTACT US:

PHONE: 800-443-6343 or 617-661-0500

FAX: 800-443-4034 or 617-661-1428

EMAIL: custserv@dodgeco.com

Note:
Some items and packaging, if purchased outside the U.S.A., will vary from descriptions in this catalog.

Please compare the number of boxes received with the number of boxes shipped before signing for delivery. Note the discrepancy on the driver's papers and call Dodge.

Tips to help you when receiving shipments from The Dodge Company:

Short Shipments – Before signing for any delivery, please make sure that you count the total number of boxes/cartons being delivered. All boxes are labeled with the package number, i.e. 1 of 5, based on the number of packages shipped. If there is a discrepancy, please indicate it on the delivery driver's documents and initial before signing. This will allow Dodge to make a claim for the missing boxes. If this notation is not made, your account will be charged for the original items, the replacement items, and shipping charges.

Visual Damage – Please check the outside of the shipping boxes before signing for them. If there is damage to a box, refuse the order. Call Dodge Customer Service to arrange for a replacement order. If you do keep the order, please retain the packaging as most shippers will need to see the packaging for claim purposes. If necessary, you may refuse delivery of only one box in a shipment of multiple boxes.

Concealed Damage – If there is no visible damage to the box, but when you open it, an item is damaged, contact Dodge Customer Service immediately. We cannot accept concealed damage claims after 7 days from your signed delivery. We will contact the delivery company and start a claim process to determine when and how the damages occurred. Once determined, a Return Authorization will be issued to return the item and a replacement will be shipped. Please remember that if your claim is made after 7 days from delivery, shipping agents will refuse any responsibility and a credit will not be extended. Please retain the original packaging as most shippers will need to see the packaging for claim purposes.

Missing Items – Occasionally an item that you ordered may not be in the box. Please contact Dodge Customer Service within 7 days of your signed delivery. In this situation, we will ship a replacement to you with no added shipping costs.

Return policy and procedure:

Please contact Dodge Customer Service to work out arrangements for all returns and exchanges.

Products must be returned in good, unused condition, preferably in the original packaging. Custom orders are NOT returnable.

No returns will be accepted after 6 months.

Stocked Items Being Returned –

- A **Dodge Return Authorization** will be issued if an item is defective or damaged, or if we shipped it in error. Please notify Dodge within 30 days of receipt and we will gladly exchange or issue a full refund/credit including shipping costs for that item. Please allow 2 – 3 weeks for your Return Authorization paperwork to arrive in the mail.
- A **Dodge Return Authorization** will be issued for Dodge products you wish to return that are not defective or damaged as long as Dodge is notified within 30 days of receipt. You will receive a refund/credit for merchandise minus shipping charges. If Dodge is notified of a return of Dodge products that are not defective or damaged **after 30 days** of receipt, you will receive a refund/credit for the merchandise minus a 10% restocking fee per item and shipping charges.

Non-Stocked Items Being Returned –

Non-stocked items must be returned **directly** to the manufacturer. Please notify Dodge within 30 days of receipt to arrange for Return Authorization. Please allow up to 4 weeks for your Return Authorization paperwork to arrive in the mail. Credit will be issued upon receipt and inspection by the manufacturer. For returns other than for defects, damages, or shipping errors, manufacturers' restocking fees (which range from 10-25% of the value of the product) and shipping fees will be deducted from your refund/credit.