



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 want.**
Even if you plan to call us, this will save you time and insure that you get everything you need.
- 2. On your list, write down:**
 - a) Each item's 6 digit 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 an item has a catalog number beginning with "0", it isn't in stock. We will be special-ordering it for you from the manufacturer. It will take 2-3 weeks to arrive (or longer, in the case of a few manufacturers).

PHONE: 800-443-6343
617-661-0500
FAX: 800-443-4034
617-661-1428

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

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.

Return policy and procedure:

Please call Customer Service to work out arrangements for all returns. Products must be returned in good, unused condition, preferably in the original packaging. Non-Stocked items that are shipped to you from the manufacturer must be returned to the manufacturer within 30 days to receive credit. Custom orders are NOT returnable. Dodge stocked items that are returned within 30 days will receive full credit less the shipping fee. No returns will be accepted after 6 months.

Stocked Items Being Returned –

- A Dodge Return Call Tag will be issued if an item is defective or damaged, or if we shipped it in error. We will gladly exchange or issue a full refund/credit including shipping costs for that item when returned within 21 days of your signed delivery.

- A Dodge Return Call Tag will be issued for Dodge products you wish to return that are not defective or damaged and returned **before** 30 days have passed since receipt. You will receive a refund/credit for merchandise minus shipping charges. If Dodge products that are not defective or damaged are returned **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 -

For items from outside manufacturers, PLEASE notify Dodge within 7 days of receipt of the item to arrange for Return Call Tags (item will be returned to manufacturer pending approval from that manufacturer). Credit will not be issued until the item is received by the manufacturer. For returns other than for defects, damages, or shipping errors, restocking fees (which range from 10-25%) and shipping fees will be deducted from your refund/credit. Manufacturers require returns within 30 days in order to receive credit.

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 numbers of boxes/cartons being delivered. If there is a discrepancy, indicate it on the delivery driver's copy and initial before signing. This will allow Dodge to make a claim for the missing items. If this notation is not made, your account will be charged for the original items, the replacement items, and shipping charges.

Visual Damage – Check the outside of the shipping boxes before signing for them. If there is damage to a box, refuse the order and have the delivery company return the order. Please call Dodge Customer Service to arrange for a replacement order. If you do keep the order, please keep the box as most shippers will need to see the packaging for claim purposes.

Concealed Damage – If there is no visible damage to the box, but when you open it, the 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 call tag will be sent to return the item and a replacement will be shipped. Please remember that if your claim is made after 7 days from delivery, our shipping agents may refuse any responsibility and a credit may not be extended. Please keep the box 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.