

**PHONE HOURS (EST)**

MONDAY - FRIDAY 8:30 am - 5 pm  
 SATURDAY 9 am – 12 noon  
 CLOSED SUNDAY

CALL 502-239-8487

**SHIPPING**

**SHIPPING & HANDLING:** Normal shipping is UPS Ground (\$15.95 min.) UPS Air is available at an extra cost. For smaller packages, USPS is available for a lesser charge.

Orders are accepted 24 hours a day 7 days a week via  
 Fax 800-390-0376 or from our web site: [www.chevynova.com](http://www.chevynova.com)

**MAILING ADDRESS:**

GM CLASSICS, INC.  
 P.O. BOX 985  
 MT. WASHINGTON, KY. 40047

**ORDERING**

**FIRST TIME CUSTOMERS:** All first time customers paying by credit card must have their first order shipped to the billing address of the credit card. Future orders may be shipped to a different address after billing address is verified.

**TELEPHONE ORDERS:** Telephone orders are gladly accepted. Please have your credit card & part numbers ready before calling to place your order. If you are an established customer with us please verify your current ship to address when placing your order.

**ON-LINE ORDERING:** Feel free to shop our secure on-line catalog open 24 hours a day and 7 days a week. Orders for first time customers must be shipped to the bill to address and the address for the credit card must match the bill to address. Orders will be processed the next business day. Prices are subject to change without notice. UPS shipping charges are estimates and calculated as \$15.95 minimum or 10% of order, whichever is greater. Shipping charges may change due to weight, size, or destination.

**SALES TAX:** Kentucky residents must include 6% state sales tax. If you are KY tax-exempt, please forward a copy of your tax-exempt certificate.

**METHODS OF PAYMENT:** We accept Visa, MasterCard, Discover, American Express, PayPal, and C.O.D. On all credit card orders we must have account number, expiration date, security code from back of card and the cardholders name and billing address as it appears on your monthly statement. Also, personal, company, certified checks and money orders, however, your order will be held for 10 days for the payment to clear.

**C.O.D. ORDERS:** UPS C.O.D. orders are gladly accepted but we do require CERTIFIED CHECK OR MONEY ORDER when delivered. A UPS C.O.D. collection charge of \$10.00 per each package is charged to all C.O.D. orders. Please be prepared for someone to accept the shipment and pay for the order when it arrives. Any customer refusing a C.O.D. shipment will be liable for the incurred shipping charges, a 25% service charge, and will be denied any future C.O.D. orders. Only established customers will be allowed COD shipments.

**ORDER BY MAIL:** Please note the year, make, body style and anything else that would relate to the parts you have ordered. Many of our items require specific vehicle information. Failure to provide this information will delay your order. Certified check, money order, personal checks are also accepted, however, we will hold the order 10 days for the check or money order to clear the bank. If you prefer to pay by check or money order, complete the order form provided. If paying by check or money, you must call or email us for a total with freight included.

**CHECKS:** THERE IS A \$35.00 CHARGE FOR ANY RETURNED CHECKS.

**PRICE CHANGES & CORRECTIONS:** Due to periodic increases from our suppliers, prices may change without notice. We strive to hold these changes to a minimum. Please call or check our website for current prices.

**TRUCK SHIPMENTS:** Some items are too large for UPS and must be shipped by truck. Please call. Truck orders must be prepaid. Some items that are easily damaged need to be crated, please call for pricing. Please open and inspect all packages in the presence of the carrier. If you receive an opened or damaged package, have the driver write, "damage" on the delivery sheet. If this procedure is not followed, the carrier cannot be held liable for a claim on the damaged merchandise. Please notify GM CLASSICS, INC. immediately.

**SHIPPING OUTSIDE 48 STATES:** Please call 502-239-8487 for shipping cost outside the 48 contiguous states.

**FOREIGN ORDERS:** Orders to foreign countries (anywhere outside of the U.S.) may incur customs and duty charges, customs broker fees and other charges related to the importation of merchandise. All charges are the sole responsibility of the customer. Check with your local customs office for more information.

**OVERSIZE & HEAVY SHIPPING:** An additional shipping & handling charge for oversized products will be applied in addition to standard shipping charges. Please call 502-239-8487 for quote.

**SHIPPING NOTIFICATION:** Please provide your email address and UPS will email you a shipping notification with your UPS tracking number.

**DAMAGE / SHIPPING CLAIMS:** It is the responsibility of the carrier to deliver all merchandise in good condition. If you receive any merchandise that has been damaged, please contact us immediately. All original packaging must be kept.

**CANCELED & REFUSED SHIPMENTS, COD OR PREPAID:** Customer shall be charged all shipping charges, COD charges, storage charges and a 25% handling fee for all refused shipments. On prepaid credit card shipments an added 5% will be charged to cover credit card expenses incurred by GM CLASSICS, INC.

**SHORTAGE CLAIMS:** In order for us to act quickly on any shortage claim, notify us within 3 days upon receipt of a shipment. Any time after this period we cannot be held responsible. This includes back orders older than 30 days.

**BACKORDERS**

Occasionally, we may be temporarily out of stock on some items. Unless otherwise requested, we will backorder any item not in stock. If you request no backorders, we will cancel items that are not in stock and issue a refund if due. We reserve the right to cancel backorders after 60 days. We will notify you by mail or phone and issue a full refund, if due. Backordered items will typically ship between 10 and 30 days. Please be patient.

**RETURNS**

Books, literature and special order items are non-returnable. Parts must be unused and in the original packaging. Any return must be made within 30 days. Merchandise returned that is not defective is subject to a 15% restocking charge. Before making a return please call GM CLASSICS, INC. for a return authorization (RA) number. All returns must include a copy of the original invoice & your return authorization (RA) number. Please write this number on the copy of the original invoice and also on the outside of the box to be returned.

**GUARANTEE**

All new parts are guaranteed against defects in workmanship and material. Liability is limited to the replacement of defective parts. We shall not be liable for personal or mechanical damage caused by the use or misuse of any product or products. Used parts are not guaranteed.

**GM CLASSICS, INC. liability in all events is limited to, and shall not exceed the purchase price paid.**