



Cali Filtrations Inc Customer Policies

This document details the Customer Policies of Cali Filtrations Inc. that will be implemented in business for ALL Customers in 2024.

Order Placement:

Outside Sales may be placed Online, Phone, and via Sales Representative.

Delivery:

At Cali Filtrations, we offer delivery services to all areas where we operate. To qualify for free delivery, customers are required to place orders totaling \$500.00 or more.

Should a customer's order fall below this minimum requirement, a delivery fee of \$25.00 will be applied to the invoice. Please note that delivery will only proceed upon confirmation of payment.

In the event of failure to fulfill payment upon delivery, the products will not be dropped off, and rescheduling for delivery will be necessary.

Please be advised that redelivery is subject to availability, and a rescheduling fee of \$25.00 will be applied to the invoice for the subsequent delivery attempt.

It's important to note that three failed delivery attempts will result in customers no longer being eligible for free delivery services.

Service Repairs:

For all roadside repairs, there is a minimum labor charge of 3 hours. Additionally, if the roadside assistance location is beyond a 15-mile radius, customers will be charged for double drive time at a rate of \$195.00 per hour.

To streamline our service and ensure efficiency, payment for roadside repairs is required in full before the technician leaves the location.

For jobs exceeding \$5,000.00 in total cost, we kindly request an upfront down payment of half the estimated total amount. This helps us expedite the repair process and ensures a seamless experience for our valued customers.

Payment:

Forms of Payment

1) Cash

Invoices paid via Cash; customer must provide exact amount detailed in invoice. Delivery drivers do not carry change.

2) Check

Invoices paid via Check; customer must have check completed and ready for driver upon delivery. Personal checks will not be accepted.

Name on Check: Cali Filtrations Inc

3) Credit Card

For invoices paid via Credit Card, please note that a 3.5% Merchant Processing Fee will be applied. To proceed with credit card payments, a Credit Card Authorization Form must be filled out, wet-signed, and accompanied by a valid ID card of the cardholder.

For payments exceeding \$5,000.00, a letter of approval from the cardholder authorizing the charges is required.

These measures ensure the security of transactions and compliance with financial regulations. Thank you for your cooperation and understanding.

Cores:

- **Battery Cores:** Battery Cores must be ready to be picked up upon delivery. Cores that are not ready upon delivery will be charged. No Core/Core Payment, No delivery. Cores must match 1:1.
- **Brake Cores:** Brake Cores must be ready to be picked up upon delivery. Cores that are not ready upon delivery will be charged. No Core/Core Payment, No delivery. Cores must match 1:1.

Returned Item Policy:

Product requested for return must be returned within 30 days of sale. Items returned after 30 days (less than 90 days) will be subject to a 25% restocking fee.

Engines and Electrical Parts are **FINAL SALE** and **CAN NOT** be returned.

Warranties:

Warranties are subject to the Manufacturer's Warranty Policies. No Exceptions.

Returned Check Policy:

Any checks with Non-Sufficient Funds (NSF) will incur a \$75 fee. Checks returned due to misspelling, or wrong quantity/amount will also be charged the NSF fee.

Damaged Items:

Damaged items need to be noted by the customer before finalizing sale. Items damaged due to client negligence or improper removal/ installation will not be reimbursed nor credited.

The company will attempt to notify customers in advance to changes in Customer Policies but are subject to change without formal notification.

Signing this document constitutes that the customer understands the policies applicable while conducting business with Cali Filtrations Inc.

Customer signature _____

Print Name _____

Date _____