

FREQUENTLY ASKED QUESTIONS

How HEAVY DUTY are these products compared with other vendors? *These components are significantly overbuilt. We use 1.25" - 2.00" steel rod and DOM, and a minimum of 1/4" steel plate.*

How LONG CAN I EXPECT TO WAIT for delivery? *Most of our products are custom made to order so that you can contact us with your specific needs. Please allow 7-10 business days from the time of the order to the time of shipment. Allow UPS ground sufficient time also. Two weeks is a reasonable delivery period. This method helps us to keep our prices low by holding very little inventory. We cannot project shipping delays on overseas orders. We tend to keep motor mounts and shackles in stock for immediate shipment.*

Can I return orders? *YES! However, you are responsible for return shipping. Orders may be returned for warranty issues at any time without a restocking fee. Non-warranty, unused, orders may be returned within 60 days of receipt and are subject to a 15% restocking fee. Non-warranty orders may not be returned after 60 days.*

Can I expedite orders? *YES! However, everyone wants their products as soon as possible, and to expedite an order we must stop the production floor to push it through the system. Please contact us with your request. When we receive this request for expediting, we will move your order to the front of the production line when we tool up for your product.*

Can I cancel orders? *YES! However, this is a custom fabrication shop and once your order goes into production we have costs involved. Orders **must** be cancelled in writing (Email) or by phone within 24 hours. After this time cancellations will be subject to a 15% restocking fee.*

Can I request special orders? *YES! Just Email us or call us with your ideas. For example, if you know the eye-to-eye dimensions you need, we can provide control arms at a cost LOWER than the adjustable parts since they are one solid piece without threads.*

How do you calculate your SHIPPING & HANDLING fees? *Actually, we do not charge handling fees. The fee is an actual UPS/USPS quote based solely on carrier price tables given the box dimensions and weight. We make no profit on shipping.*

Why are your products so much less expensive than your competitors? *We are a small operation with very little overhead. We do everything possible to cut operational expenses. We have one full-time fabricator and hire part-time help only when a large group of orders arrive. We keep very little inventory or raw materials in stock. We believe that we have the best parts for the money on the planet.*

Who answers my phone calls? *Your calls go to a cell phone, answered by a person, never a phone tree. The phone is usually answered by Andy, our fabricator! We attempt to promptly call back anyone who gets our answering machine. Please call during business hours, Eastern Time.*

Do you provide QUANTITY DISCOUNTS. *Yes we do, in the form of free shipping. We do not charge additional shipping on additional quantities of the same part number, regardless of the number of units shipped. Call us for quantity order discounts.*

Can I order individual parts that go into fabricating these products? *Yes you can! Just give us a call.*

Do you ship to ALASKA, HAWAII, and INTERNATIONALLY? *Yes we do! However, you must go to the appropriate shipping calculators located under the shipping tab.*

How are these products finished? *We bake textured black powder-coat on all of our parts unless specified otherwise on the product pages.*

Do you offer a WARRANTY? *Yes, we offer a comprehensive lifetime warranty, and we hope that it is very fair to you and to us. In a nutshell: our sales are all guaranteed, and our parts are so tough we warrant the steel components for the life of the vehicle. Bushings are warranted to 25-degree articulation. We cannot be responsible for larger articulation amounts. Flex joints are recommended for heavier than average use.*

Call us at (704) 796-3502