



PARTS

CUSTOMER ORDER POLICY

Effective 1/05

PARTS ORDERS

Customer orders may be placed in the following ways:

FAX: (763) 497-8701 24 HOURS

PHONE: 1-888-497-8749 OR (763) 497-8749 8:00 AM-4:30 PM

E-MAIL: SALES@CHUKARWATERJET.COM

MAIL: CHUKAR WATERJET, INC.
12070 43RD STREET NE
ST. MICHAEL, MN 55376-8427 USA

REQUESTING A QUOTE

When requesting a quote it is important to include the following information:

1. Company name, address, and contact person
Contact Information:
Phone:
Fax:
E-mail:
2. Part number(s)
3. Quantity
4. Description
5. Date parts are required.

Please fax, e-mail or call us for a parts quote.

PLACING PARTS ORDERS

When placing an order it is important to include complete information.

The following information is required:

1. Part number, description and quantity. Note: If you are unable to provide a part number we will require the equipment model number and serial number.
2. Company name, address, contact person and phone number.
3. Purchase order number.
4. Address where parts are to be shipped.
5. Date parts are required. All parts will be sent UPS Ground prepaid (rounded up to the nearest dollar) unless another carrier is specified.

763-497-8749 • Fax: 763-497-8701 • 12070 43rd Street N.E. • St. Michael, MN 55376-8427 U.S.A.

Updated: 4/05



SHIPPING OF PARTS ORDERS

PARTS DELIVERY

All parts orders are entered and shipped from Chukar Waterjet the same day (backorders or orders placed late in the day will ship the next day). Orders are shipped F.O.B. Chukar Waterjet, St. Michael, MN, please let us know how you would like your order shipped (ex: UPS, FedEx, ground, air, collect, include #). All larger items will be shipped via a freight carrier selected for the destination (unless otherwise arranged). All items will be sent prepay & add unless a collect account number is supplied. Shipping insurance is added only at the customer's request.

BACK ORDERS

If we are unable to fill a parts order we will back order the parts and send the available portion of the order. If you determine the back ordered items are not required, please inform us. We will send the back ordered parts as soon as possible via standard UPS (unless advised by you). If you would like the status of any parts on backorder, please call. We will do our best to give you current and complete information. Please specify at the time of ordering if you require parts shipments to be sent complete.

RETURNING PARTS/WARRANTY

If you need to return parts to Chukar Waterjet, whether for warranty or for restock, a completed warranty /parts return form must accompany all items. All returns must be shipped **prepaid** by sender. **All items shipped to Chukar Waterjet collect will incur a \$50.00 handling fee.** If the parts are being returned for warranty, please enter the shipping amount in the space provided on the claim form. All warranty considerations must be returned to Chukar Waterjet within 30 days from the date the replacements are sent or the claim may be void.

RESTOCKING FEE

Parts returned to Chukar Waterjet within 90 days will incur a restocking fee of 15% of the purchase price. Any parts beyond this time will be handled on an individual basis.