

## ORDER BY PHONE: 1-800-423-2567 24 hours a day, 7 days a week

1. Provide your customer ID. This number can be found on the back cover of your flyer.
2. We suggest filling out the order form before calling.
3. Have your credit card ready.

Fax: 1-805-482-1203

## ORDER BY MAIL

1. Use the enclosed order form.
2. Print clearly and fill in all requested information. Be sure you provide a phone number in case we need to contact you about your order.
3. Include the item number for each product ordered.
4. If you need additional space, please attach a separate sheet of paper.
5. If paying by check or money order, make payable to: Harbor Freight.
6. If paying by credit card, the card holder **must sign the order form** in the space provided.

## DELIVERY TIMES

1. Orders are processed within 48 hours and shipped via FedEx, Parcel Post or truck line. Delivery times are expected, not guaranteed.


- Standard: 3–7 Business Days
- Express: Second Business Day
- Premium: Next Business Day

2. Weather delays and other circumstances may impact delivery time. Estimated arrival dates are not guaranteed.

## PRICES AND PRODUCTS

**Low price guarantee**— we will beat any competitor's delivered price within one year from the date of purchase— even if it's an advertised special! Although we make every effort to assure that our prices and products are advertised as accurately as possible, in the event an error is made, we reserve the right to correct it. Some items require assembly. For technical product advice, call **1-888-866-5797**, Monday thru Friday, 7am to 4pm (PT).

## PAYMENT INFORMATION

We accept business and personal checks, Visa, MasterCard, American Express or Discover.  We do not accept C.O.D.s. **Please do not send cash.**

## WARRANTY

If for any reason you are not satisfied with an item purchased from Harbor Freight Tools, you may return the product within 90 days of the invoice date for a full refund or replacement, whichever you prefer. Shipping and handling are non-refundable. A 20% restocking fee may apply.

## MAILING LIST

To join our mailing, email us at [update@harborfreight.com](mailto:update@harborfreight.com), or call Customer Service at the number below. To update your information or unsubscribe, please copy the entire preprinted address portion of your flyer, including your customer number located above your name. Send to: **Customer Service, P.O. Box 6010, Camarillo, CA 93011-6010**. We may make our customer list available to carefully screened companies and organizations whose products and activities might be of interest to you.

## CUSTOMER SERVICE 1-800-444-3353

Our *Customer Service* team is available Monday thru Saturday, 5am to 9pm (PT), Sunday, 6am to 6pm (PT).

## SHIPPING INFORMATION

1. Harbor Freight Tools cannot ship to APO or FPO addresses due to postal regulations.

Guidelines for shipping to P.O. Box addresses:

- Maximum weight for packages shipped within the 48 contiguous states is 8 lbs.
- Maximum weight for packages shipped to AK, HI or GU is 70 lbs.

2. **Orders to Alaska, Hawaii and Guam** are shipped 4th Class Parcel Post. These deliveries will take longer.



3. **Overweight items** shipped via freight are subject to additional charges per overweight item. Customers are responsible for all lift-gate charges when shipped by truck when:

- over 150 lbs. in the contiguous states
- over 70 lbs. outside of the contiguous states

4. **Oversized items** are subject to additional freight charges.

- Girth over 130 inches  
Girth = (width + height) x 2 + length
- Example: An item is 15l x 10w x 5h  
(10 + 5) \* 2 + 15 = 45 Girth

5. **\$6.99 Standard ground flat-rate** shipping includes free handling and insurance.

6. **International Orders:** Currently, we offer shipping to  Canada (excluding Quebec) and  Australia only.

7. For assistance with calculating your shipping charges, call our Sales Team at **1-805-388-3000**, Monday thru Friday, 6am to 4pm (PT).

8. **Restricted items:** Gas powered, explosive, battery operated, or items that contain hazardous materials (e.g. drills, generators, engines, spray paint) cannot be shipped via FedEx Air (Air Express or First Class Parcel Post). Prior to sale, gas powered items are tested for functionality using a small amount of fuel. Residual fuel poses potential risks during air transport and is therefore prohibited due to airline regulations.

9. Any item out of stock and under \$10.00 will be cancelled from your order and will need to be reordered at a later date.

10. Freight charges are subject to change without notice.



