

Ordering, Shipping & Company Policies



Total Cost Involved encourages the use of our vast dealer network spanning the United States, Canada and Europe. TCI's knowledgeable sales staff can guide you in choosing the best equipment for your project and direct you to the dealer best suited to fill your needs.

Ordering:

When ordering direct, either by phone, fax, or mail, give part number and description. Specify exact application, car model, year, engine, trans., etc., include name, address, zip code, and daytime phone number.

Payment:

Payment by MasterCard, Visa, or Certified Check will ensure the fastest processing. No C.O.D.s.

Deposits:

Deposit of 50% required on all frames, chassis, and 100% special orders.

Shipping:

Orders are shipped by the most economical means for the product, United Parcel Service or by trucking service. Customer pays all freight.

Refused shipments:

Customer will be charged a 15% handling charge plus freight on all refused shipments.

Back orders:

Any item not in stock when order is shipped will be placed on back order. All back orders will be noted on customers' packing slips and invoices. Back ordered parts will be shipped immediately when available.

Sales tax:

California residents must pay appropriate sales tax. This includes out of state customers that will-call parts at our plant. California companies buying parts for resale must have signed resale card on file in our office. (Faxed copies cannot be accepted)

Returns:

Any merchandise needing to be returned must be authorized by the Sales Department and must be returned within 30 days of purchase with the authorization number and is subject to a 15% handling charge.

Damage:

Claims for damaged or lost merchandise must be made direct to the freight carrier (UPS, FedEx or trucking company).

Pricing:

Total Cost Involved holds the line of price for as long as possible — however, sometimes prices must be adjusted and we reserve the right to change prices without notice.

Liability:

Total Cost Involved Engineering will not be liable for personal or property damage caused by the use or misuse of any product we manufacture or sell. We will repair or replace any product found to be defective, subject to our inspection. The product must be returned freight prepaid.

Manufacturers rights:

Total Cost Involved reserves the right to update, change or modify any product or policy as the company deems necessary without notice. If you have any questions pertaining to our products or policies please call or fax.

Hours of Operation

8:00 a.m. to 5:00 p.m. Monday through Friday.

8:00 a.m. to 12:00 p.m. Saturday

Closed Sundays and major holidays.

Contact Info.

Tel: **(800) 984-0223** • Fax: **909-391-1526**

1416 West Brooks St.

Ontario, Ca. 91762

www.totalcostinvolved.com

General Info.

COLAGE COVER & Catalog: Designed by **Ben Bryce**.
PLEASE NOTE: Some products were painted for catalog purposes. Please check each item for finish and proper specifications.

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Shipping Department



'32 Frame Ready to Ship



Street & Performance 502



Chassis Department



'32 K-member Installation



'35-'40 Chassis Fixture



CNC Operation



Rotor & Caliper Assembly



Machine Shop

