

Effective 8/23/2018



www.joesclassiccarradio.com

Cover Page

!!IMPORTANT!!

Please Email us at joesclassiccarradio@yahoo.com before sending your radio to check if the service you are wanting is available and our current turn around time!

After Completing this form and packing your radio safely, Please send to:

**Joe's Classic Car Radio Co
201 Woodbluff Rd
Laurens, SC 29360**

Radio Completion Date

Turn around time estimates **ARE ONLY ESTIMATES** and OFTEN not accurate.
YOUR RADIO MAY TAKE LONGER TO BE RETURNED!

If you need your radio back by any certain time for a show or event, it is recommended you opt for a rush order!

We will not adjust our schedule for radios because of Customer Complaint even if past the estimated return date. This causes a cascading effect that causes long delays later in our queue for other customers! Please be Patient and considerate of your fellow Crusiers! Radios will be completed **FIRST COME/ FIRST SERVED!**

ORDER FORM



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THIS FORM MUST BE FULLY AND LEGIBLY FILLED OUT AND SENT WITH RADIO!

1	Email _____ Name _____ Company _____ Address _____ City, St, Zip _____ Phone # _____ Year _____ Make _____ Model _____
2	Electrical System of Vehicle: <input type="checkbox"/> 12 volt Negative Ground <input type="checkbox"/> 12 volt Positive Ground <input type="checkbox"/> 6 volt Negative Ground <input type="checkbox"/> 6 volt Positive Ground
3	Service Desired <input type="checkbox"/> Stock Restoration (AMERICAN CARS ONLY-Contact for availability) <input type="checkbox"/> Standard Conversion (original appearance, AM/FM/4 spkr output and AUX input) <input type="checkbox"/> Add USB (<i>Additional Charge</i>) <input type="checkbox"/> Add Bluetooth (<i>Additional Charge</i>) <input type="checkbox"/> Add Bluetooth and USB (<i>Additional Charge</i>) <input type="checkbox"/> Add RCA Output Jacks (<i>Additional Charge</i>) <input type="checkbox"/> LED "mode" indicator in Dial if possible (<i>No Charge</i>) <input type="checkbox"/> Re-Chrome Cosmetics (Extra-Estimate must be received from external shop) <input type="checkbox"/> RUSH ORDER- Guaranteed 4 weeks (Add \$149) <input type="checkbox"/> 8 Track/ Tape Deck working with Conversion (Add \$125) <input type="checkbox"/> Electrical/Mechanical Repair Only (Contact first for pricing and availability)
4	For Radios with Internal Speakers: <input type="checkbox"/> Replace/ Upgrade Speaker* (Add \$55) <input type="checkbox"/> Remove speaker and block opening (No Charge)

* Speaker Specs and brand will be determined by JCCRC.

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IMPORTANT POLICIES

By sending your radio to JCCRC with the attached order form, You are agreeing to follow the policies listed.

Communications

Joe's Classic Car Radio Co. (JCCRC) communicates **only by EMAIL**. We do not maintain a shop phone. We employ this method of communication to maintain a record of any conversation and agreements and allow us to focus our full attention on radio service during shop hours. All Emails will be responded to by the shop owner in a timely manner.

Core Radios

Service costs **DO NOT** include any plating services. If the radio needs replating, a quote can be requested from a reputable shop and provided to the customer for approval. Cosmetic parts of the radio sent will be serviced to the best of the abilities of JCCRC. If the core radio has cracks, deep scratches, deterioration or other damage to the cosmetic parts, these parts will be serviced (cleaned, painted, polished) but **NOT REPLACED** unless already agreed upon between the customer and JCCRC. It is the responsibility of the customer to verify the radio core sent for service is correct for their vehicle- JCCRC will service the radio sent.

Shipping Radios

Before shipping any radios, please note any visible damage the radio has on the order form (use the back of form if needed). Please remove knobs, backrings and mounting hardware. Radios should be packed safely per instructions on our webpage. Radios received damaged due to poor packing may be returned to customer unserviced

Radio Receipt

Once radio is received and reviewed, an email will be sent to the customer with a picture of the radio and description of any damage to the unit not listed on the order form. It is the customers responsibility to review this information and alert JCCRC of any damage not previously known.

Radio Completion Date

Radios are completed on a "first come-first served" basis. The basic return time estimate is set at 6-8 weeks. This is **ONLY AN ESTIMATE** and the customers radio may be returned sooner or later than this estimate. If the customer has an urgent need for their radio, the customer can opt to pay an additional fee (listed on the order form) to receive their radio guaranteed within 4 weeks. Rush order must be selected at time of order and noted on the order form. If the customer does not opt for the rush order, their radio will be completed in order of receipt to JCCRC. Status of orders should be reviewed on the JCCRC website. Items that can delay the radio service includes, but not limited to, availability of parts (outside of normally needed items), number of radios awaiting service and service on radios in extremely poor condition. JCCRC will not adjust the schedule of any customers radio unless rush service is elected.

Job Status

Job Status- Both regular service and rush jobs, will be listed on our website on the "Service Status" page. The status of each job will be listed by your "Reference number" shown on the service invoice you received. Status will be listed as expected due date, "In Service" (meaning currently being serviced) or "Shipped". Numbers set as "Shipped" will be removed from the public list after 4 weeks.

Payments

All Radio services must be paid for **IN ADVANCE**- No exceptions! Payments are typically handled online through PAYPAL, however a check or Money order sent with the radio is also an acceptable method of payment.

Cancellations and Refunds

In general, due to the parts needed for service and the our ability to complete services early, cancellations are not accepted. Rush services can not be cancelled, however for regular services, if a cancellation is desired, please contact directly to JCCRC by email to discuss the current status of the radio and if a cancellation is possible. If cancellation is granted, customer will receive a full refund minus return shipping charges. Refunds AFTER services are completed will be at the descretion of JCCRC. Warranty claims should be alerted to JCCRC by email and the unit returned for review/ repair.

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IMPORTANT POLICIES (continued)

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Warranty Claims

If after the radio is returned to the customer, the radio fails to function correctly, The customer should verify that the issue is not caused by the installation, vehicle electrical system or other parts of the audio system, (antennas, speakers ect). If the issue appears to be caused by the radio unit, the customer should contact to JCCRC by email and alert of the issue and request review. Shipping charges to send the unit to JCCRC are the responsibility of the customer. Warranty returns will be processed immediately upon receipt by JCCRC and an analysis report provided to the customer with the results. Units found to have a a verified issue and still under warranty will be repaired and returned to the customer at no charge. Radios found to not have any issues and are working properly will be charged \$45.00 for review time and return shipping.

Technical Support

JCCRC will provide basic Technical support for each customer after their radio has been returned as needed. If the customer is unfamiliar with installation and connection of electrical components, it is recommended the customer hire a local professional to install the radio.

Insurance on Shipped Radio

JCCRC places \$500.00 insurance on all radios being returned to customers. If the customer requires additional insurance above the \$500.00 on their radio, the customer needs to notify JCCRC before the radio service is invoiced.

Radio Wiring

All converted radios will be returned with a new conversion radio harness. The converted radio must be hooked to non-grounded speakers. If the customer requires other wiring connections, the customr needs to alert JCCRC when the radio is sent. It is the responsibility of the customer to install the radio correctly or employ a technician to install the radio. Cost incurred by the customer for hiring a technician for installing their radio is the responsibility of the customer and will not be reimbursed by JCCRC at any time.

Voiding of Warranty

JCCRC reserves the right to void the warranty of any radio based on the following: Any radio that is found to have been opened/ modified or serviced by anyone other than JCCRC technicians, Any radio found to have damage from events other than normal use, or due to any customer that communicates using threats, derogatory/ offensive comments or dishonest claims.

Refusal of Service

JCCRC reserves the right to refuse service to any potential customer that communicates using threats, derogatory/ offensive comments or dishonest claims.

Thank You for taking the time to review these policies. While Joe's Classic Car Radio Co. strives to work with every customer to provide services that meet or exceed their expectations, these rules are required for the protection of both our customers and JCCRC. We truly appreciate your business and your trust in our company to build your radio to meet your standards!