

Effective 11/01/2023



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

(DO NOT SEND KNOBS/ BACKRINGS/ BRACKETS or DASH HARDWARE WITH THE RADIO)

Radio Completion Date

We do our best to meet deadlines, however, 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, Please inform up front!

DO NOT SEND YOUR RADIO IF YOU CAN NOT BE PATIENT!

There is a status page on our website and I am happy to respond to every email asking for a service status- Rude Comments and Threats will not be tolerated! 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 que for other customers! Please be Patient and considerate of your fellow Crusiers! Radios will be completed FIRST COME/ FIRST SERVED and based on special requests or additional needs!



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: ****DO NOT LEAVE BLANK****

12 volt Negative Ground 12 volt Positive Ground

6 volt Negative Ground 6 volt Positive Ground

3 **CONVERSION** Service Desired (Includes Normal Restoration of retained parts)

Standard Conversion (original appearance, AM/FM/4 spkr output and AUX input)

Add USB (Add \$100.00)

Add Bluetooth (Add \$145.00)

Add Both USB and Bluetooth (Add \$220.00)

Add HD or Digital Radio (Add \$125.00)

Add RCA (Pre-outs)Output Jacks (Add \$25.00)

8 Track/ Tape Deck working with Conversion (Add \$155.00)

Re-Chrome Cosmetics (Estimate must be requested from external shop)

LED "mode" indicator in Dial if possible (No Charge)

Simulated Tube delay and Buzzing (Available for radios 1953 or older)

Other Custom Feature- Please describe in box# 4

CONVERT RADIO OPTIONS

Appearance Options

Conversion includes normal restoration of cosmetics and Radio Case painted

DO NOT SERVICE COSMETICS- Preserve Patina (No Charge)

DO NOT paint radio case (No Charge)

ORDER FORM



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<u>4</u>	Note any Special Instructions (example- please don't service cosmetics) (List anything agreed upon in email conversations to ensure all needs are met)
<u>5</u>	Is there any Damage to the cosmetics or controls (Cracks, scratches, Broken, deterioration?) <input type="checkbox"/> No <input type="checkbox"/> Yes- Please give brief description below
<u>6</u>	Shipping Insurance- Do you require Return shipping insurance? <input type="checkbox"/> No <input type="checkbox"/> Yes Amount=
<u>7</u>	Conversion Only- Do you Require Stock Plugs replaced on the radio (When Possible)? (Restored radios will retain the plugs they are received with) <input type="checkbox"/> Not needed <input type="checkbox"/> Yes- Power Connection <input type="checkbox"/> Yes- Speaker Connection (*Possible additional Charge) <input type="checkbox"/> Yes- Other Connection _____
<p style="color: red;">* For converted radios it is HIGHLY recommended to run new wires to your speakers so that each speaker receives a Positive and Negative Wire. Radios needing a stock "Common Ground" connection for speakers will have reduced output and additional cost for the needed circuitry.</p>	
<u>8</u>	AUX, Microphone and other jacks are added where space permits in the radio, Does any area of the radio not allow access? (*Not "where do you want them" rather "Where can they NOT be due to obstruction*") Example: Right side against Glove Box

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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 to us by the customer.

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. Current turn around time will be communicated by Email. This is **ONLY AN ESTIMATE** and the customers radio may be returned sooner or later than this estimate. Rush Orders are not available. Radios 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 by customer request/demand.

Job Status

Job Status- Radio Service status will be listed on our website on the "Service Status" page. The status of each job will be listed by your "Invoice number" shown on the service invoice you received. Status will be updated regularly. Orders listed 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

For all 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)

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

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 \$75.00 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

Radios being returned to customers by JCCRC are covered for \$100. If the customer requires additional insurance above the \$100.00 on their radio, the customer needs to notify JCCRC in Box# 6 of this order form.

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!