



**AFTERMARKET
PARTS**



Aftermarket Parts

Parts

Wheeled Coach's Parts Sales Department is organized to meet the needs of our customers with maximum efficiency. We offer replacement parts of the same design and quality as the original equipment on your Wheeled Coach vehicle. A parts list for your vehicle is located in the back of the manual under the parts section.

Terms

Open account terms will be extended to all tax supported organizations, state, local and federal government agencies and any other customer who completes the credit approval process. A credit application is attached for your convenience. This form should be completed in its entirety and faxed or mailed to the parts department. Please be certain that phone numbers and contact names are accurate. The credit application will provide accurate information to our accounting department so that they may have easy access to phone numbers and contacts

Open account terms must be strictly adhered to. Payment is expected within 30 days of merchandise delivery.

All payments must be made in U.S. dollars and there will be a \$20.00 charge for all returned checks. Customers without an open account status must pay by credit card, wire transfer, certified check or money order for the entire amount plus shipping charges before the order will be released. Tax exemption will be applied if applicable.

Prices

Prices are subject to change without notice. **Current prices are available upon request.**



Parts

Shipping/Freight

Wheeled Coach reserves the right to determine the most efficient means of shipping. All orders shipped F.O.B. Origin (shipping point). Shipping charges will be pre-paid and added to the invoice on all open account purchases. Whenever possible, merchandise will be shipped by UPS or Parcel Post. All special packaging and crating will be invoiced to the customer at the time the parts are billed.

Delivery

All shipments leave the point of origin within 48 hours (manufactured items within 7 working days), ARO subject to stock on hand. In out of stock situations, items are automatically back-ordered and shipped as soon as possible. **Special order manufactured items may take longer than 7 working days.**

Business Hours

Our normal business hours are Monday through Friday, 8:00a.m. to 5:00p.m. EST. We are closed on major holidays.

Warranty

All non-electrical items are warranted by Wheeled Coach for a period of **ninety (90)** days. The manufacturer's warranty may extend longer in which time it will be necessary to go through the appropriate manufacturer to obtain warranty.



Parts

Returns

Should you choose to return an item for any reason within 30 days of purchase, you **must** obtain a return authorization number (RGA) from our Parts Sales Department at 800-628-8178 before returning any parts. A copy of the original packing list must accompany the returned item(s) with a brief reason for the return. Clearly mark the RGA number on the outside of the box, preferably on the shipping label. If there is no room on the shipping label, mark it on a corner on the same side as the shipping label. All packages received without a RGA number will be refused and returned to the customer. Merchandise must be in original packaging and in merchantable condition. Items being returned due to customer preference or error may be charged a 15% restocking fee. The following items are non-refundable.

- Discontinued items
- Items purchased for competitive bid
- Custom/Special Order Items
- Sterile Products

For proper credit, please ship the merchandise back to:

**Wheeled Coach
Attn: Shipping Department
2778 N. Forsyth Rd.
Winter Park, FL. 32792**



Parts

Claims

Wheeled Coach carefully inspects, documents, and weighs all orders prior to shipment. If there is a problem with damaged shipments, the customer should first inform the carrier. We will assist in any way in claims made against the carrier. All claims should be made within **three (3)** days of receipt of merchandise. In situations where the customer received a short shipment, the Customer Service Department should be notified at 800-628-8178 (for vehicle parts). In the event we made an error, we will promptly make the adjustment at no charge to the customer.

Ordering Information

Wheeled Coach Customer Service has several methods for placing orders. You are encouraged to use the method most convenient for you.

Information Needed to Fill Your Order

- Wheeled Coach unit number (located on the driver's door jamb) or the vehicle identification number.
- Year vehicle was made.
- Make (i.e., Ford, Type III)
- Type (i.e., CSB)
- Modular Size (i.e., 138 x 96)

If exact dimensions are known, please supply that when ordering a manufactured custom made item. Also include mica color, upholstery color, special trim requirements, and anything that is particular to the unit you are trying to repair



Parts

By Phone: TOLL FREE: (800) 628-8178

Have information on the order form along with your charge card and/or customer number ready. This will help us take your order more efficiently.

By Fax: TOLL FREE: (800) 241-5177

Wheeled Coach has 24-hour customer service fax line, dedicated to receiving your orders. Parts Requests Forms are attached for your convenience. Photocopy as needed

Online

For customers with open accounts, Wheeled Coach has 24/7 online parts ordering. Simply go to www.wheeledcoach.com and login. It will be necessary to setup a user ID and password before ordering. This can be accomplished by calling into our parts department.

Since a special order item (manufactured part) made for a vehicle, not currently in production, requires the use of exact measurements, these requests must be submitted in writing and are non-refundable.