

ORDER INFORMATION

PHONE ORDERING 800.979.0122

Please have your customer number ready when you call - it can be found on your invoice or on the back of your catalog in the blue box. Phone hours are listed below.

**SEVEN DAYS A WEEK - 7 a.m. - 10 p.m. CENTRAL TIMES
FOR YOUR CONVENIENCE, LONGER HOURS ALL WEEK!**

SHOP IN PERSON

LINCOLN, NEBRASKA PARTS COUNTER HOURS

MONDAY-FRIDAY - 8 a.m. - 6 p.m. ALL TIMES CENTRAL

SATURDAY SEASONAL HOURS

SEPTEMBER THROUGH MARCH - 8 a.m. - 1 p.m.

APRIL THROUGH AUGUST - 8 a.m. - 4 p.m.

CUSTOMER SERVICE/TECH SUPPORT

MONDAY-FRIDAY - 8 a.m. - 5 p.m.

ONLINE ORDERING

SpeedwayMotors.com

Use our website for fast, secure ordering. Its easy to search for the parts you need and a quick way to order 24 hours a day!

SAME DAY SHIPPING

Fast service. One-day delivery to over 60% of the continental U.S. If your order is placed and processed by 3:00 p.m. central time, it will go out the door the same day (Monday-Friday). Contiguous U.S. only. Excludes ORM-D items. Order transit time is affected by many conditions. We cannot guarantee shipping days.

TOLL FREE 24 HOUR FAX ORDERING

Complete the order form and fax it in 800.736.3733. Customers outside the U.S. fax 402.323.3211. Please make sure to include your daytime phone so we can call you if we have questions.

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STEP-BY-STEP ORDER FORM

Fill out the order form and mail it to us with payment. Not enough lines? You can use an additional piece of paper. Don't forget proper postage. You can also use the order form to prepare for phoning in your order. Our experienced associates will complete your order when you call.

TRUCK SHIPMENTS

The truck symbol means the product must be shipped by motor freight. All truck orders must be pre-paid with a credit card, certified check or money order. A \$60.00 charge will be added to truck shipments delivered to a residential (non-business/non-commercial) address.



NO DAMAGE/LOSS PROBLEMS

Add \$1.50 INSURANCE for expedited customer service when you place your order. When your order is delivered, check that you received all the boxes and that the order is complete and undamaged. If there is a part missing or damaged, call us and ask for customer service. If you paid the 'I NEED IT' fee we will ship replacement parts out that day, and make arrangements to get the damaged merchandise returned.

PRE-PAY AND SAVE

To avoid expensive C.O.D. charges, send a certified check or money order. You may call our Customer Loyalty Center and our associates will provide you with a shipping quote for your specific mail order.

INTERNATIONAL ORDERS

Please contact Speedway Motors for instructions on placing an international order. 402.323.3200.

MAILING ADDRESS:

P.O. BOX 81906, LINCOLN, NE 68501

PHYSICAL ADDRESS:

340 VICTORY LANE, LINCOLN, NE 68528

DAMAGE CLAIMS Always inspect your package upon delivery. Inspect all packages in the presence of the delivery driver. The driver must note any damage. Ask the driver for the Carrier's procedures for handling damage claims. You must hold the original box, packing material and damaged merchandise for inspection or the carrier will not honor the claim. Notify Speedway Motors customer service department for instructions on returning damaged goods. Speedway is not responsible if no notification is given within five days of receipt.

SHORTAGES Always check the contents of your delivery to insure all the parts that you ordered were received. Please read the invoice. Double check all packing materials, small items may be wrapped inside with these products. Shortages may occur from damage to the box, so save all packing materials. Inspect the box for holes that would allow parts to fall out. If you are missing any item(s) be sure to check your invoice for backorders or canceled items before calling the customer service department. If Speedway has to split a shipment into multiple boxes, packages may be delivered on different days. You need to contact the customer service department within 5 days of delivery to assure the prompt replacement. Speedway Motors assumes no liability after this period.

REFUSALS All refused COD customers will be billed a 15% restocking charge plus freight to and from the destination! All refused prepaid packages will be billed the freight to and from the destination. If you have questions please contact Speedway's customer service department.

WARRANTY CLAIMS If an item has a manufacturer's warranty as being free from defects we will exchange only. If the item has been used and you are requesting warranty work, this may take up to 30 days as warranty work is done by the manufacturer NOT Speedway Motors. If you have any questions please contact customer service.

RETURNS Speedway wants you to be satisfied with your purchase. If within 30 days after you receive your shipment you are not satisfied, you may return the new, unused item for refund or exchange. All exchanged or returned merchandise must be in original factory condition with no modifications or alterations. Returned merchandise must include all packaging materials, warranty cards, manuals, and accessories. If the items being returned need to be repackaged there will be a re-packing charge. Re-pack the item in a sturdy box and include a copy of your invoice and complete the form on the back of the invoice. You must ship orders back PRE-PAID. WE DO NOT ACCEPT COD SHIPMENTS. All exchanges need to have reshipping charges included. Items that are returned after 30 days are subject to 15% restocking charges. All fiberglass returned will have 15% restocking charge. No returns on electrical parts, video tapes, and books. Absolutely no returns on special order or close out merchandise.

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