

Shipping Policies

Warranty Parts

- Customer will be responsible for all Warranty Part shipping charges. This includes the charge for shipment of the part to Granco Clark in cases where it is required for inspection and determination of warranty coverage, as well as the shipping charges for the replacement part being returned to the customer.
- International Warranty Parts will be shipped EXW if Granco Clark has customer UPS account numbers. If we do not have an account number, parts will be shipped CIF and the Granco Clark shipping charges will be balanced billed to the customer. Duties and taxes will be the responsibility of the customer.
- Any expedited shipping charges will be the responsibility of the customer.

Part Sales

- Customer will be responsible for all shipping charges. Granco Clark will use the customer's UPS account number when shipping Parts.
- Customers that prefer FedEx shipping: a \$5.00 FedEx pick up fee will be added to each order. The customer's FedEx account number will be used when shipping Parts.
- Customers that do not have a UPS or FedEx account: Granco Clark will ship via UPS and the customer will be balanced billed for the costs incurred.
- International Parts orders will be shipped EXW if Granco Clark has the customer's UPS account number, if we do not have your account number, parts will be shipped CIF and Granco Clark's shipping charges will be balanced billed to the customer. Duties and taxes will be the responsibility of the customer.
- Any expedited shipping charges will be the responsibility of the customer.

If you have any questions please contact our Parts or Service Managers.