



Be sure to visit our web site: www.scaleauto.com

HOW TO PLACE AN ORDER WITH SCALE AUTO

HOW TO PLACE AN ORDER BY MAIL

Please complete a Scale Auto order form making sure all pertinent information is complete, and mail to: Scale Auto, P.O. Box 2051, Redmond, WA 98073. Orders are typically processed within 24 hours after they're received but may take longer depending on product availability. Payment may be made by check, money order, or credit card. If you pay by check, we recommend it be a certified check as this will help speed up the processing of your order (personal checks over \$25 will be held until they clear your bank). If you make payment by credit card, we accept VISA and MASTERCARD (\$25 minimum order). Please supply all necessary credit card information requested on our order blank. ***If you reside in the state of Washington, please add the appropriate local sales tax for the county you live in.*** Along with your order, include your phone number and/or e-mail address so we may contact you with any questions on your order.

HOW TO PLACE AN ORDER BY FAX or E-MAIL

For the fastest service, credit card holders may place an order with us by Fax or E-Mail. We accept VISA and MASTERCARD as payment so please be sure to include that information with your order (i.e. card type, card number, name of card holder, and expiration date). We have a 24-hour Fax line available which allows you to Fax an order to us any hour of the day. Our Fax number is (425) 868-9865. A note regarding faxes: we recommend using a dark pen when filling out your order form. Please do not use a pencil or other writing instrument that will not show up well when faxed. If you'd like to e-mail an order to us please send it to: order@scaleauto.com.

SHIPPING AND HANDLING CHARGES

Please check this order blank for current Shipping and Handling charges. ***Shipping charges are based on orders weighing up to one pound.*** Orders over one pound will be shipped as per the service you requested and charged accordingly.

SHIPPING YOUR ORDER

We typically use the U.S. Postal Service (Priority Mail) to ship your order so please include your street address, apartment number (if applicable), city, state, and zip code. If your order includes large heavy items, ie Race Sets, we may ship your order United Parcel Service. U.P.S. cannot deliver to a Post Office Box so please supply us with a complete street address when ordering large items. Please note: U.P.S. does not deliver to APO and FPO addresses so please allow a little extra time for packages to arrive by mail.

HOW SOON TO EXPECT YOUR ORDER

Nearly all orders are shipped within 24 to 48 hours. However, because we pride ourselves on being a special order company, many of our items are made to order and take a bit longer than a 48-hour turnaround. After shipment, please allow sufficient time for your order to arrive.

PRICES

Prices are subject to change without notice. We make every effort possible to maintain low prices for our customers.

GIFT CERTIFICATES

Buying a gift for a friend or spouse? A Scale Auto gift certificate is a time-saving way to make sure those hard-to-shop-for people get exactly what they want. A Scale Auto gift certificate is available for any amount.

VISIT SCALE AUTO ON THE WEB!!

If you have the opportunity, please visit our website on the Internet. A lot of current information will be posted there including the latest product releases and updates. Our internet address is <http://www.scaleauto.com>.

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