

SHIPPING & RETURN POLICIES

RETURNS / EXCHANGES / DEFECTS



American Car Craft LLC
18924 Sakera Rd Hudson, FL 34667
Ph. 727.861.1500 Fax 727.861.1520
www.AmericanCarCraft.com

AMERICAN CAR CRAFT'S NAME IS ON THE LABEL, BUT YOUR ORDER MAY HAVE BEEN DROP-SHIPPED ON BEHALF OF AN AUTHORIZED DISTRIBUTOR

To expedite your return or claim, contact the **company you purchased from** if you have missing, damaged, or defective items.

RETURNS OR EXCHANGES

AMERICAN CAR CRAFT accepts returns only within thirty (30) days of purchase. Item(s) must be returned in **like-new** condition, with all AMERICAN CAR CRAFT packaging, and shipping insurance to cover the value of the product. Shipping charges are nonrefundable. Return shipping is the responsibility of the customer.

BEFORE CALLING:

- Please have your order number ready.
- If you purchased directly from AMERICAN CAR CRAFT, call us for a Return Materials Authorization Number (RMA#).
- If you purchased from an authorized distributor, call the distributor to obtain their RMA#.
- Enter RMA# on RMA Form (lower right corner), complete form and place inside the package.
- The RMA# must also be displayed on the outside of the package.

AMERICAN CAR CRAFT charges a 15% re-stock fee for all returned orders, except for manufacturer defects, which will be exchanged or an in-house credit will be given.

RETURNS ON DROP SHIP ORDERS

When orders are drop-shipped by AMERICAN CAR CRAFT on behalf of our authorized distributors, our name will appear on the shipping label, but you must **contact the authorized distributor you purchased from** to obtain their RMA #.

DEFECTIVE RETURNS

If an item is defective and it was purchased directly from AMERICAN CAR CRAFT, you must contact us within 7 days of receipt. No defect claims will be accepted after seven (7) days. On products deemed defective, shipping charges will be paid by AMERICAN CAR CRAFT and an RMA# will be issued. Photo verification must be emailed to inquiries@americancarcraft.com.

If an item is defective and it was **not** purchased directly from AMERICAN CAR CRAFT, you must inform **the company you purchased the item(s) from** immediately to obtain **their** return authorization and procedures. Companies policies vary, so be sure to follow the procedures they provide. If you need help determining where you made your purchase, call us at 727-861-1500.

SHIPPING DAMAGE

Delivery of the products in good condition is the responsibility of the carrier. The shipping carrier's insurance coverage for damage is up to \$100 (unless additional insurance was purchased).

IF YOU RECEIVE AN ITEM(S) THAT IS DAMAGED OR MISSING MERCHANDISE:

- Immediately contact the carrier.
- Failure to notify the carrier within 5 days may result in the claim being denied.
- Immediately notify the company where the item(s) were purchased.
- Keep all shipping materials (box, packing, instructions etc.) intact until an inspection can be made by the carrier

If you were not present when your package was delivered and need help contacting the carrier responsible for the damage, please call us at 727-861-1500

AMERICAN CAR CRAFT packaging has passed the UPS packaging standard tests.

EXPORT VEHICLE FITMENT

Most vehicle manufacturers make changes to vehicles for export out of the US. These changes may affect the fitment of AMERICAN CAR CRAFT accessories. Since AMERICAN CAR CRAFT does not have access to these vehicles we cannot be held responsible for proper fitment in these situations. If your vehicle or your customer's vehicle was manufactured for export, please be aware that we cannot guarantee fitment and all shipping charges are the responsibility of the customer. AMERICAN CAR CRAFT is not responsible for any fitment issues that may arise and will not offer a refund of the part outside of our normal return policy or shipping costs.

WARRANTY

All items are warranted to be free from defects in materials and workmanship at the time of shipment to you. Your purchase will be backed by a limited 1-year warranty. AMERICAN CAR CRAFT will not honor warranty requests due to shipping damage, improper handling or installation, neglect, accidents, or track/racing use. All parts are to be installed at the customer's risk. Parts may or may not meet individual state driving laws. It is the customer's responsibility to determine if he/she can use the parts on the vehicle in their state or district. Warranty is only valid to the original purchaser and it is not transferable. All items are made for street or show use.

Return Materials Authorization (RMA) Form

Ship to:

RETURNS DEPT
AMERICAN CAR CRAFT
18924 Sakera Rd
Hudson, FL 34667

RMA#:

*You must have a Return Materials Authorization (RMA #)
BEFORE SHIPPING YOUR RETURN*

Customer Name

Address

City, State, Zip

Phone #

RMA# MUST ALSO BE WRITTEN ON OUTSIDE OF PACKAGE

Stainless Steel Care and Maintenance

In the next few paragraphs, we will be covering a few important topics about highly polished stainless steel and how to care for it. American Car Craft only uses **304 #8** Machine Polished Stainless Steel in variable thicknesses ranging from 24ga to 16ga depending on the product. First and foremost, your attention must be brought to the protection of the surfaces. Under any normal circumstances, your stainless accessories will be subject to driving contaminants; sand particles, dirt, road grime, dust, oil and water stains. Each of these has its own method of cleaning to not damage the surface. We will go through each of them one by one. We will break down the most common cleaning procedures into three basic parts. It is important to know that #8 polished stainless has a perfect *machined* finish. This finish **cannot** be matched by hand polishing. Although stainless steel, like regular steel, can be polished, the difference between a machined finish and a hand finish is **very noticeable**. So, to maintain the original finish, you must first learn how to prevent it from being damaged.

GENERAL CLEANING:

The most significant problems that will compromise the stainless finish are dirt and/or sand particles. The best and most effective way to deal with these types of contaminants is to remove them from the stainless' surface with air. At home, an air compressor will be an invaluable tool to blow away any dirt and sand you may have picked up during your travels. Blow away all dirt before cleaning, this will prevent any possibility of you picking up a particle and dragging it across your accessory. This can also be done very effectively using a can of compressed air such as a computer keyboard cleaner. Now that you have removed all loose particles you can proceed to clean with an increased level of confidence that your accessories are safe.

The process for cleaning the surface is a very strict yet easy procedure that you must train yourself to follow always. It is **necessary** that you learn not to wipe the surface in a back and forth motion. Wiping the surface in this way will increase the chance that you might pick up a particle or contaminate that you may have missed and drag it into the surface causing a scratch. Additionally, rubbing in a back and forth motion will also create swirls and streaks in the surface which over time will build up to an unsightly finish on your accessory. To avoid this possibility, you must train yourself to swipe the surface in one direction at a time. We recommend that the main cleaning product should be a foamy glass cleaner such as "SPRAYWAY" or "DIRTEX." These products are commonly available at Lowes, Home Depot or your local grocery store. These cleaners are great because they will dissolve any oils and fingerprints and generally wipe away streak free.

Never spray the cleaner directly to the product when performing a general cleaning. Instead spray the cleaner directly to a Bounty paper towel or microfiber cloth. Microfiber is the #1 choice for all cleaning and waxing due to its non-abrasive nature. The only downfall about the microfiber is that they are a little expensive and can become contaminated so for an initial cleaning we recommend that you use a Bounty paper towel because they are soft, strong and relatively cheap. Spray the bounty towel directly with your cleaner and wipe the surface in one direction, fold the towel and wipe again. Avoid wiping the surface in a back and forth motion. When the towel is full, throw it away and grab another. Remember that the bounty towel is relatively cheap and your accessories

are expensive. The microfiber cloth will be an indispensable tool when dusting and applying waxes. **We highly recommend applying a wax glaze** because it offers a beautiful sheen and prevents dust from sticking to the surface of your stainless accessory. It is imperative that wax is applied to a clean "dirt free" surface. Only an instant quick wax such as "Meguiar's Quik Wax" or "ACC's Meta Glaze" should be used for this. These types of waxes wipe on and wipe off leaving a nice brilliant shiny clean result. The microfiber cloth is great as a general surface duster and dry cleaner when contaminants are not an issue.

REMOVAL OF WATER STAINS:

The most common stubborn water stain is caused by calcium in the water that dries into the metal. They cannot be simply wiped away, to deal with this follow these steps.

- A. Calcium is a mineral that can be softened and removed by a common chemical called "CLR" (calcium/lime and rust remover) this chemical can be found in your local grocery store. Apply a small amount to a bounty towel and apply it directly to the stains. Allow the chemical to saturate the stain, **do not** start wiping it.
- B. After a few minutes wipe the area with your bounty towel in a single direction manner until the stain has been removed.
- C. The CLR will leave a slimy residue. Remove this residue with your glass cleaner, as always remember to wipe the surface in one direction.

REMOVAL OF FINGERPRINTS AND OILY STAINS:

Most fingerprints and oil deposits can be cleaned away using the general cleaning instructions however sometimes there are more stubborn oily deposits that will need a more direct approach. In this situation spray your foamy glass cleaner directly to the deposit and allow the cleaner to saturate the stain for a few minutes. This should allow you to remove the stain by wiping it a couple of times gently in one direction with your Bounty towel. In a more aggressive stain, there are chemical solvents that can be used such as the "3M" adhesive remover or a general wax and silicone remover that can be found at your local auto parts store. These chemicals will not damage the stainless however, the same careful procedure must be followed so that you don't damage the surface in the process of cleaning the metal.

IMPORTANT TECH TIP TO REMEMBER: You must care for the surface of this type of stainless steel just as you would care for the paint on your car. The metal is not a harder chrome finish but a relatively soft surface just like your paint. Keeping this in mind and following all the cautions and procedures listed above will result in your enjoyment of these products for years and years to come.

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2. Now that all preparations have been made the next step will be to apply the accessory. In almost all cases it will be very necessary to pre-shape the stainless part so that it conforms to the surface you are mounting it to, perfectly. This is done by gently shaping the part by hand a little at a time so that when the part is placed in position it matches the surface without having to apply pressure anywhere on the part to make it fit the shape of the surface. In other words, it will look like it has been installed perfectly, before you peel and stick it. If you take your time when forming the part, you will never have any problems with the part popping off in the future.

3. Now that you have a good surface prep and your part or parts have been hand shaped to match the surface you can peel the red release liner from the back of the part. Keep in mind that the adhesive is very aggressive and it will not allow you to reposition it once it has contacted the surface. So, go slow and sure. Once all hole and the perimeters are lined up, set the part in place pressing firmly along the entire surface to bond the part and then remove the protective liner. The bond will become permanent after twenty-four hours.

Thank you and enjoy your purchase!

**If any questions occur during installation, please contact
AMERICAN CAR CRAFT
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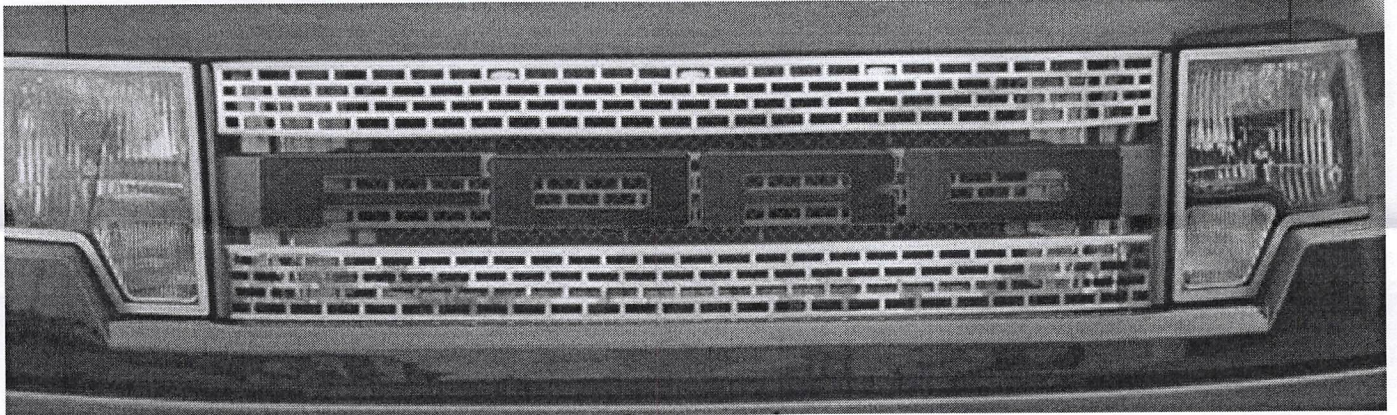
Ford Front Grille Letters Carbon Fiber

2010-2014



AMERICAN CAR CRAFT INSTRUCTIONS

Raptor Front Grille Letters Carbon Fiber 4pc Part #772020



Parts Includes:

4-Letters

1-Promoter Pack

Introduction: In the next few paragraphs we will explain to you what you will need to know and do for a successful application of ACC Stainless Steel Accessories. It is important to understand that almost all stainless-steel peel and stick accessories need to be pre-shaped by hand to achieve a nice long term installation. We realize that all parts are different from each other but as far as the installations of these parts they all will need to follow the same set of general instructions.

Liner info: Your new accessories will come to you with a protective surface liner. Leave this liner in place until the installation is complete to prevent finger prints and or possible scratches during installation. This liner is required to remain on the part until you are instructed to remove it.

1. The first thing that needs to be done in any peel and stick application is surface preparation. It is important that you examine the surface to determine if any kind of special treatments have ever been used. Such as wax/silicone treatments and/or polymer surface preps. Take a strip of masking tape and press it very firmly to make it adhere to the surface. Then peel it off to see how difficult it is to remove. If your masking tape is removed extremely easy and/or does not stick at all then you will need to perform a special surface preparation. In most cases like this you will need to make a solution of a straight detergent (Johnson's Baby Shampoo or Palmolive Dish Soap) and water. Mix a 32oz bottle with about five table spoons of soap detergent. Once you have the solution made wash the surface scrubbing quite vigorously to remove any surface contaminates. When this is done, you can proceed to the regular preparation. This is done by scrubbing the surface with alcohol and wiping it dry. At this point you will need to test the surface again to see if you have achieved a tack. Apply a new strip of masking tape to the surface. If it adheres you have done a good job, if it doesn't then you must perform the wash again and again if necessary until you have achieved a nice tack. Once a tack has been achieved swipe the entire surface to be mounted with the adhesive promoter you will receive with any of our stainless-steel kits. This promoter is not a cleaner but an adhesive accelerator when used on a nice clean and well prepared surface this chemical will create a very reliable bondable surface.