



**AJR International, Inc**

**Quality Service Continually Improved**

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## **Ordering Questions**

Do you sell products (radios, clusters, hvac, parts) to general public (non-dealers)?

Yes. Most products can be sold directly to general public ( walk-in customers), however you will need to install unit yourself.

Why can't I order product on the website?

At this time, the website is for exchange customers only ( dealers). If you would like to purchase product as a retail customer ( walk-in), please contact customer service.

Product availability shows status "Will Locate" / "Low Stock" / "In Stock", what does it mean?

"Will Locate" - means, that at this time we don't have any items on hand: it maybe on backorder, it may be an absolute item, it may be a very popular item. We will make every attempt to locate an item from a vendor or manufacturer. You can still place an order and when item becomes available we will ship it to you.

"Low Stock" - means we have only a couple of items on hand, but please be aware that if another order was placed right before you, you may not get the item right away. We process all order on the "first come - first serve" basis.

"In Stock" - means that we have sufficient quantities in stock.

## **Shipping Questions**

What shipping options are available?

We provide multiple options: Fedex Ground, Fedex Overnight, Fedex Priority and UPS (for some bulk shipments), however due to requirements by Delphi & GM we try to ship everything Fedex Ground. In addition to that for some customers, located in the greater Chicago area, two more options are available: AJR Driver delivery and pick up at our Illinois warehouse.

I need a replacement part ASAP, can you ship it faster?

If we have item in stock and order was placed before 4:30 pm 99% of the orders are shipped the same day. If due to your customer requirements you need some items to be shipped overnight or priority, please indicate so on the order.

I placed an order to be shipped using Overnight or Priority delivery, but it was shipped ground. What happened?

Certain parts have to be shipped Fedex Ground due to requirements by GM or Delphi, regardless of dealer request.

What is ETA for my order?

We make every effort to ship all orders within 1 to 2 business days of the time the order was placed. Most of our orders are shipped the same day. Delivery time for Fedex Ground is usually 1 to 3 business days depending on your location. Please, keep in mind that our main warehouse is located in Illinois.

### **Headquaters: AJR International**

**Phone:** (800) 232 - 3965 **Fax:** (800) 428 - 0333

**Address:** 300 Regency Drive , Glendale Heights, IL 60139

### **Branch Office: AJR Minneapolis**

**Phone:** (877) 750 - 1014 **Fax:** (763) 551 - 7900

**Address:** 7180 Northland Circle N. Suite 136 , Brooklyn Park, MN 55428