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Customer Service

If you have questions or just need some clarification concerning what parts to order, please call our customer service department at **(317) 462-3124** and someone will assist you. You may also place your order using this number.

PLEASE NOTE: WE DON'T DO SERVICE WORK THEREFORE WE ARE NOT ABLE TO ANSWER YOUR MECHANICAL QUESTIONS.

Telephone Ordering

Our sales personnel process a large volume of telephone orders on a daily basis and we recommend the following procedures to save time for us as well as yourself.

1. Prior to calling, write out a list of the parts you wish to order including the part number and a short description. We recommend using our **ORDER FORM** at the back of this catalog or our online form at http://www.studebaker-intl.com/contact_us.html since the blanks represent the information we'll need to complete your order over the telephone. Part numbers are always preferred for accuracy.

* Please note: Parts ordered by description only are subject to interpretation and may be incorrect. **They are returnable for exchange excluding shipping or return shipping fees.**

**We have found those customers who take the time to make this list before they call require less valuable telephone time and make more accurate purchases.

2. Returning customers please have your customer order number ready. It is printed on the back cover of this catalog on the address label.

New customers will need to provide a credit card number and should have it ready.

3. Call **317-462-3124**

Give the part numbers for the items you wish to purchase and the short description you've prepared ahead of time. You will be asked for your customer number and the method of payment you wish to use to complete the transaction.

4. SHIPPING - Shipping & handling fees are added to all orders as well as state tax for Indiana residents. You may request special handling of your order at this time.

*Refer to the following shipping options to choose your preference.

**No preference: We'll send your purchase based on the most economical basis available upon the time of purchase.

5. Save your list and use it to verify your parts when they arrive against

the invoice and contact us if there are discrepancies.

Ordering Suggestion

1. When placing an order or speaking with one of our customer service representatives, please take note of their name. This way if you should need to speak with them again you will know who to ask for.

2. **Pay attention to quantity markers in our Catalog. If an item is listed as a "pr." and you order 2, you will receive 2 pair. If an item is listed as "ea." and you do not specify the quantity you want, you will receive 1 item.

Ordering by Mail

Use the enclosed order form and complete all information including your name and address, customer number, item numbers and a short description of what you want to order. You may pay by credit card or by check.

Certified checks are not held for clearing, but personal and company checks are held 10 days. All checks must be drawn from a US bank.

**Those sending checks need to add an additional \$10.00 for parts totaling \$100.00 or less, 10% of total on orders of \$100.01 to \$250.00 or 5% of total on orders over \$250.00 to defer some of the shipping charges. This is an estimation of actual shipping cost and discrepancies in fees paid will be returned or charged accordingly. Indiana residents add state sales tax.

*This is for check purchases only. Credit card and telephone orders are charged actual shipping fees when invoiced.

Ordering by Fax

Complete the order form from the back of this catalog or go online to print one from our Website. Please complete the form with all information and **INCLUDE YOUR CREDIT CARD NUMBER AND EXPIRATION DATE.**

Be sure you include your address and phone number, as well as, your customer number with the fax. Without this information your order cannot be processed. Fax orders are handled promptly and orders received by noon are typically sent the same day.

Our fax number is
(317) 462-8891

For inquiries, please call our customer service at

**(317) 462-3124 or E-mail
jim@studebaker-intl.com**

Ordering Online

You may now place an order with us via the internet, either by using our online shopping cart or by sending us an e-mail. Our web address is

www.studebaker-intl.com

Our e-mail address for orders and information is

jim@studebaker-intl.com

We'll usually respond by e-mail the next working day.

Ordering from Canada

ONLY CREDIT CARD PAYMENT IS AVAILABLE FOR CANADIAN ORDERS. NO MONEY ORDERS OR CHECKS ACCEPTED.

Follow the same procedures listed before when ordering.

Shipping -All parcels are sent by airmail unless customer requests otherwise.

Ordering from Overseas

ONLY CREDIT CARD PAYMENT IS AVAILABLE FOR OVERSEAS ORDERS. NO MONEY ORDERS OR CHECKS ACCEPTED.

Follow the same procedures listed before when ordering.

Shipping -All parcels are sent by Airmail. U. P. S. service is also available upon request to most overseas locations. U. P. S. "Expedited" service provides delivery within approximately 5 working days. For faster service U. P. S. "Express" Service provides delivery to most overseas location within 3 working days. Delivery time depends upon the country.

If you have questions or just need some clarification concerning what parts to order, please call our customer service department at **(317) 462-3124** and someone will assist you. You may also place your order using this number.

Domestic Shipping and Handling fees

Shipping & handling fees include charges for shipping, boxes and packaging as well as any other costs in preparing items for shipment. Smaller items are usually sent priority mail, larger boxes by U.P.S. U.P.S. charges are determined by weight as well as distance. Items requiring separate packages or special handling in preparation for shipment are assessed accordingly. Shipping charges for back ordered items are charged when the item is sent. Some large or heavy items require freight carriers. Our sales personnel can only estimate the cost of shipping an order. For an exact

amount call back the following day and ask for the invoice charges. Charges for shipping & handling are always kept at a minimum and are not refundable.

Third Day Air Service

For U. P. S. deliveries within 3 days you may specify this service. Order by noon on Monday and you will receive it on Thursday. An additional shipping charge applies to U. P. S. Third-Day Air which is based upon the weight of the items shipped.

Second Day Air Service

For faster delivery you may request this service. Delivery is guaranteed by U. P. S. within two working days from the day shipped. This means that you can place an order with us before noon on Monday and have the parts on Wednesday. An additional shipping charge applies to Second Day Air service which is based upon the weight and distance.

NOTE: AEROSOL PAINT CANS CANNOT BE SHIPPED BY AIR.

Next Day Air Service

For next day delivery you may request this service. Delivery is guaranteed by U. P. S. the next working day after being shipped. Saturday delivery is also available for an extra charge. An additional shipping charge applies to Next Day Air service which is based upon the weight of the items shipped.

Exchanges & Refunds

We want to process your exchanges and refunds quickly and efficiently.

***YOU MUST INCLUDE A COPY OF YOUR INVOICE AND A NOTE OF EXPLANATION IN THE SAME BOX WITH THE ITEMS YOU ARE RETURNING. ALL RETURNS NEED TO BE SENT TO OUR GREENFIELD STORE AT 97 NORTH 150 WEST, GREENFIELD, IN 46140.**

DO NOT SEND RETURNS TO OUR SOUTH BEND LOCATION.

*There is a **\$5.00** "Invoice Search" fee (per invoice) for items returned with no invoice. Also, items returned after 30 days from the date of purchase without an invoice are assessed a 20% return fee. Items returned with an invoice within 30 days of purchase are not assessed a return fee.

Please enclose a note of explanation for the return along with the invoice. This note of explanation must be included even if you have previously discussed the problem with a customer service representative. * If you believe an item is defective, please give a detailed explanation of the problem.

DO NOT FAX OR PHONE THIS INFORMATION TO US. IT MUST BE IN THE RETURNED BOX.

State if the item is to be exchanged for another item, a refund is to be issued or a credit applied to your account

Carefully repackage the item and return it to us with adequate insurance. Mark the carton "RETURN" near the address label. It is your responsibility to return items safely. Refunds will not be made for articles damaged during return shipment.

Articles may be exchanged or returned for a refund up to 30 days from the date of purchase with no restocking fee. All returned items including packaging must be received by us in the **SAME CONDITION AS WHEN SHIPPED FOR FULL CREDIT. ITEMS RETURNED AFTER 30 DAYS ARE SUBJECT TO A 20% RETURN FEE. SHIPPING CHARGES ARE NOT REFUNDABLE. Absolutely no returns or exchanges after 1 year from the date of purchase.**

NOTE: RETURN SHIPPING CHARGES ARE NONREFUNDABLE FOR ITEMS ORDERED WITHOUT PART NUMBERS.

Back Ordered & No Stock Items

Items marked on your invoice as "Back Ordered" (B/O) are currently not in stock but are expected. These items will automatically be sent to you when available within 30 days of your invoice date. Should they become available after 30 days you will be called to verify that you still wish to order.

Items marked "No Stock" are not currently available and there is no expectation of their availability.

Damaged Articles

All items are insured against damage in shipment. Notify us & we will submit a claim and replace your order. **DO NOT RETURN DAMAGED ITEMS TO US UNLESS YOU ARE INSTRUCTED TO DO SO.**

Electrical Parts Returns

Because improper installation can damage electrical parts, some parts are nonreturnable. Please call and check before returning.

Kit Returns

Substitutions or deletions are not allowed for kits. Likewise, if items are returned from kits the special kit price will be changed to the "Total of parts priced separately" amount. In other words, you may actually pay more by returning parts. Please review contents of kits carefully before ordering as you will only receive the special kit price if all kit contents are kept.

Missing Articles

Check contents of box right away to make certain that everything you ordered and paid for (per the invoice) are enclosed. All orders are checked and rechecked prior to shipping. Report any exceptions to us within 10 days of receiving your package by letter or phone **(317) 462-3124**

It is your responsibility to check your order for shortages within this 10 day period. **NO ADJUSTMENTS WILL BE MADE AFTER 10 DAYS.** Use your customer number and invoice number as a reference.



Oops - I forgot something!

We are always glad to place a second order or even add onto an order for you. But, please understand we don't always have time to locate your prior order and slip the part in to save you from additional shipping charges. No matter how small the added item or items may be, please expect additional shipping charges.

Core Charges

Certain items listed as "exchange" require a refundable core charge in addition to the cost of the part. This core charge is listed on a separate shipping invoice. To receive your refund, please return your old core with **A COPY OF YOUR INVOICE.**

Because of a shortage of cores, some items in the catalog require that the core be sent to us first. No refunds for cores will be issued without a copy of the core invoice within the returned box. Cores received without an invoice will be held for 10 days and then will be considered a gift and will be placed with our stock.

PLEASE DO NOT RETURN CORES TO US AT SWAP MEETS OR CAR SHOWS. *CORES MUST BE RETURNED INTACT. DISASSEMBLED CORES ARE NOT ACCEPTABLE.

Warranty

All new and reproduction parts are guaranteed against defects in workmanship and material for 30 days from the date of purchase. Items not used by the customer or not installed until a later date have no special warranty and are not under warranty past the original 30 days from the date of purchase. Liability of Studebaker International is limited to the replacement of defective parts only and is not liable for any damages to property, loss of time, loss of profits, or any other incidental damages arising from the purchase or use of items purchased. The buyer assumes all risks or losses associated with parts purchased from Studebaker International. Although we make every effort to make the information in this catalog correct, use your Studebaker chassis & body manuals for the exact information and application regarding your vehicle.

Hours

Our Studebaker International Stores are open Monday thru Friday from 8 a.m. To 5 p.m., Eastern Standard Time. Our telephone ordering lines are open Monday through Friday 8 - 6 (EST).

Prices

As collectors and hobbyists, we at Studebaker International are concerned about rising prices and do our best to keep prices as low as possible. Unfortunately, we can not always avoid increases and therefore cannot be responsible for price changes after this catalog is

published. If an ordered item has increased significantly from the listed price we will notify you prior to shipping. If the increase is slight we will go ahead and include it with your order without prior notification.

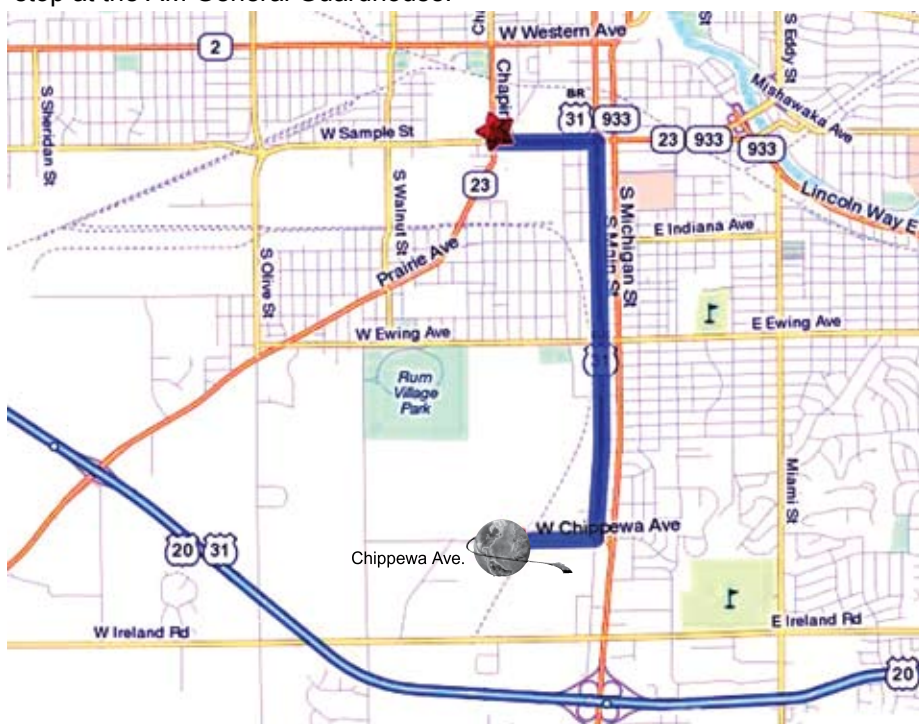
Discounts

We appreciate customers making large purchases and offer the following special discounts: Purchase total over \$500.00 10%
\$1,000.00 15%

Discount applies to a one time only single purchase and is not cumulative or applicable to future orders. Total is for parts only and does not include core charges, shipping and handling fees or any state tax. Part numbers must be furnished when order is placed and **DISCOUNT DOES NOT APPLY TO ORDERS REQUIRING SPECIAL HANDLING.** Returned parts bringing the total to less than the required total will void the discount. Discount does not apply to special order items or certain N.O.S. parts. We reserve the right to withdraw this offer at any time.

Drop in and See our Historic Store at 733 West Chippewa Avenue, South Bend, IN

We're just a short drive from The Studebaker National Museum. Turn right (South) on Chapin Street and proceed to Sample Street. Turn left to Main Street. Turn right (South) on Main Street and proceed three miles to Chippewa Avenue. Turn right (West) on Chippewa and then right into the Studebaker Business Center. Follow the signs within the complex to Studebaker International which is on the east side. *Note: It isn't necessary to stop at the AM General Guardhouse.



Note: Please do not correspond or mail returns to this address.

Restorers' Discount Package

Restoring your car and knowing that you'll be needing lots of parts?

Perhaps, our Restorers' Package is what you need. This is how it works. **The Restorers' Package costs \$2500.00 up front.** Then you can place large or small orders any time you want and receive a 15% discount on all parts that are not special order or rare new old stock. You can even pre-order parts for us to deliver to one of the car shows or swap meets that we attend, to save shipping charges. The only thing you can't do is use it to purchase parts at a swap meet.

The package has no expiration date and is **renewable after the initial \$2500 is used by paying \$1,000 increments.**

So you can take as long as you like to complete your package purchases. Again, special order items and certain hard to find new old stock items are not discountable. Discounts apply to parts only and do not include core charges, shipping and handling fees or Indiana state sales tax (when applicable). Any unused balance is nonrefundable, with no exceptions.

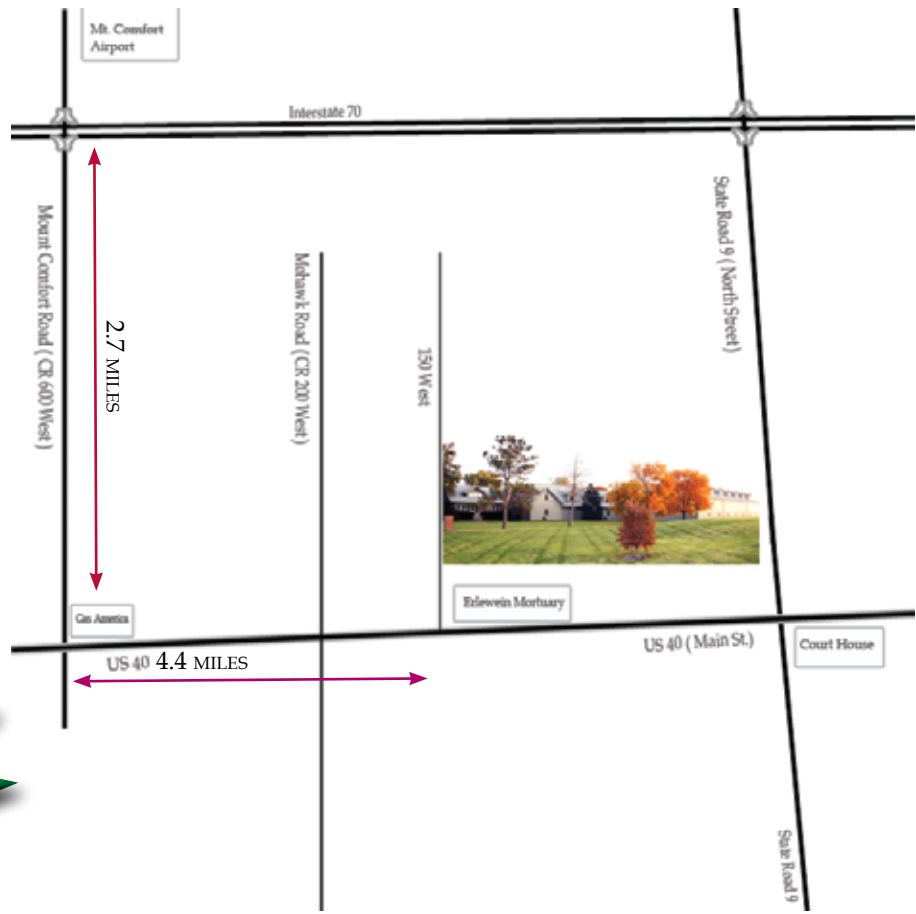
Part numbers must be furnished when orders are placed to receive discount. We reserve the right to withdraw this offer at any time.

Same goes for our Greenfield Store - We would enjoy seeing you!

Greenfield, Indiana is east of Indianapolis off of Interstate 70, State Road 9, and Old US 40.

If you're traveling from the east on I-70, take the Greenfield SR 9 exit and go south to Old US 40 and turn right (West) to County Road 150 West. Turn right. (Erlewein Mortuary is on the NE Corner). Studebaker International is the big farm behind the mortuary. Turn right.

If you're traveling from Indianapolis, take I-70 east to Mount Comfort Road exit. Turn right (south) to Old US 40 and turn left (east). Go 4.4 miles and turn left on County Road 150 West (Erlewein Mortuary is on the NE Corner). Studebaker International is the big farm behind the mortuary. Turn right.



Join the Club!

It is our recommendation that all Studebaker, Avanti & antique car owners be members of a related club.



Studebaker Drivers Club It is our recommendation that all Studebaker owners be members of the Studebaker Drivers Club. This organization publishes a monthly magazine that is loaded with historical information, technical tips, meet locations and reports, and hundreds of classified ads for vehicles, parts and literature. In addition, local chapters exist throughout the U.S. which provide information for obtaining parts and technical information as well as a camaraderie with others sharing a similar interest.

Contact: Membership Director S.D.C., Box 1743, Maple Grove, MN 55311-6743 or Call (763) 420-7829

Avanti Owners Association We also advise Avanti owners to join the Avanti owners Association. The advantages for Avanti owners are the same as those enjoyed by members of the Studebaker Drivers Club - Information, parts, and camaraderie. This organization publishes a quality quarterly magazine that provides Avanti owners with invaluable information. Contact: Membership Director A.O.A.I., Box 1743, Maple Grove, MN 55311-6743 or Call (763) 420-7829

Antique Studebaker Club Owners of Studebakers built through 1946 and M-series trucks are advised to join the Antique Studebakers Club. They publish a magazine six times a year that contains information on the history, maintenance, and restoration of the earlier cars, as well as ads for cars and parts.

Contact: Membership Director A.S.C., Box 1743, Maple Grove, MN 55311-6743 or Call (763) 420-7829



Store Locations

(317) 462-3124 • FAX (317) 462-8891