



ORDER POLICY

1. You may place an order on our website using the **ORDER FORM** or you may send us an email at dave@chambordcsm.com. Please indicate which items you wish to order, you may use our part numbers indicated on our price list. We will need **your full name, mailing address and phone number**.
2. *** **Minimum required order is \$25 (excluding shipping cost)**. ***
3. Please note that **we make all parts to order**, except for needles which we usually have in stock. Depending on the size of your order and length of time it takes to complete your order, lead times can vary from a couple days to 3-4 weeks.
4. **Deposit** – No deposit is required unless you are ordering an item that has to be custom made.
5. **Payment** – Once your order is completed, packed and ready to ship we will then email you an invoice. Payment is required upon receipt of invoice. **Your order will be shipped upon receipt of payment.**
Accepted Payment Methods – USA : Paypal or cheque
Abroad: Paypal
Canada – etransfer or cheque
6. **Return Policy – Receipt of Damaged Goods** – please send picture of item as well as packaging and we will decide whether or not to process the claim with transport company or replace item outright.
Order Error – if we made a mistake processing your order we will replace and ship it at no charge.
Customer Error – if the customer ordered the wrong item, he can return it at his expense for credit less 15% restocking charge.
7. **Warranty** – All parts are guaranteed for life with the exception of tools and needles.