



THE *Indian* MOTORCYCLE COMPANY

2535 S. Fairfax, Culver City, CA 90230

Date 4/3/75

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FACTORY PARTS BULLETIN

Number	PNB #005
Model	
Subject	INDIAN PARTS POLICY

INDIAN PARTS POLICY

In order that we may serve all Indian customers quickly and fairly, the Parts Department has established the following guidelines:

- ORDERS**
1. No parts order will be processed for an amount less than \$10.00. Promotional materials will be added, if necessary, to meet the minimum. There are NO exceptions.
 2. No parts order will be processed unless the items ordered are ordered by part number. If you need more or different parts books, please order them.
 3. If you have a true emergency involving a serious customer complaint or a motorcycle out of service, please use the "RIDE" program.
 4. Customer number must be included on all orders. Your customer number is the five digit code printed above the dealer name and address on all invoices.
- TERMS OF SALE**
1. Unless you make other arrangements with our Accounting Department, all orders are shipped COD. IF YOU REFUSE A COD SHIPMENT, YOU WILL BE CHARGED A 25% RESTOCKING FEE. Please indicate on your order if you have a credit balance.
- DEALER PICKUPS**
1. Dealer pickup day is Monday. Place your order no later than Thursday of the previous week. This will insure that your order will be ready by the following Monday. Orders not picked up by Tuesday will be shipped by best method.
- SHIPMENT**
1. Parts orders may be shipped by truck, by parcel post, or by United Parcel Service. United Parcel Service will be used whenever possible. Parcel Post is used to all points not serviced by UPS. Truck is used if the weight is greater than 100 pounds, or if the size of the package exceeds UPS or Parcel Post limits.
 2. All parts orders are shipped freight collect when the orders are sent by truck. Postal and UPS shipments are freight prepaid. You will be invoiced for the amount of the prepaid freight.

