

Question:

How does one register if they are an NSC/Distributor contact person?

Answer:

If your details do NOT already appear in the drop down list shown on the "REGISTER NEW USER" page, contact Dawn Bennett at chrysler@cepm-europe.com to receive instructions.

Question:

How does one register if they are a Dealer?

Answer:

Click the "REGISTER NEW USER" button on the left hand side of the Home Page screen. You will now need to complete the Registration Form, in particular the required fields which are denoted by asterisks. Please ensure that you select the correct NSC/Distributor contact from the drop down list as your request to register will be forward to this contact for approval.

Question:

What if I am not associated with any of the NSC/Distributors on the drop down list?

Answer:

Please select the "CONTACT US" button and complete an enquiry form to enable us to assist you.

Question:

What happens once I complete the Registration From?

Answer:

Completed Registration Forms will be forwarded to the relevant NSC/Distributor for approval. Once approved an email will be sent to you confirming that you are authorised to order from the website. Your User Name and Password will be the same as indicated on your completed Registration Form.

Question:

What happens if I forget my Login or Password?

Answer:

Your Login will always be your email address. If you have forgotten your Password please use the "forgotten password" to receive an email with your password.

Question:

How can I update personal information held on this website?

Answer:

Please click "MY PROFILE" to edit details held on the system

Question:

What is the ordering process?

Answer:

1. Subject to completing the Registration Process, you will be activated to use this site.
2. Starting on the Home Page please click on the Collection you would like to preview or the Vehicle Brand Image to open up the category options.
3. Click on the relevant category to view the range of products available.
4. Click the item you would like to view, which will bring up an image (you will be given the option to enlarge an image if required) and product specification. Pricing details are outlined below the product information.
5. If you wish to purchase this item select the quantity and click Add to basket.
6. A shopping cart image will appear in the top left hand corner of the screen detailing the items selected. You can choose to complete your order or continue shopping.
7. To complete your order click on the Button with this instruction. You will then be asked to accept our terms and conditions.
8. Once the terms and conditions have been accepted an Order Confirmation will appear on screen and also emailed to CEPM Europe, your NSC and User.
9. You will also be given the option to print this confirmation for your records.
10. Click ORDER STATUS to track your orders (an option to link to our Carriers UPS is available to select). We will communicate directly with you regarding any back orders, however if you have any queries please use the CONTACT US function or email chrysler@cepm-europe.com.

Question:

Do items currently appearing in the Chrysler Group Collection include all the items available?

Answer:

The range of products will continuously be updated and expanded when necessary. If you have any specific items you would like to see in the Collections or purchase as a special order please do not hesitate to contact us chrysler@cepm-europe.com

Question:

Where is the Chrysler Group Collection Merchandise manufactured/made?

Answer:

Products are sourced and manufactured worldwide. As a Global Merchandise Supplier we are committed in supplying quality products which reflect brand values and market trends. Product selection incorporates stock availability and pricing structures to match your needs.

Question:

How will we be made aware of new products?

Answer:

Please select category option "New Ideas" from the relevant collection to preview the very latest offerings.

Question:

Can we have images of the items featured on the website?

Answer:

Images of items featured on the website will be made available on I-Forum in the near future. For any immediate needs please use the CONTACT US enquiry form to outline details of your requirements.

Question:

If there is no stock showing for an item, will I be able to back order?

Answer:

You can place a back order, however this function is being developed and in the interim phase we will ship items when they are in stock. For any urgent requirements please contact chrysler@cepm-europe.com with the following details:

- Product/s
- Delivery Date Required
- Quantity
- Any special instructions

Question:

How long will my goods take to arrive after I have completed my order online?

Answer:

Orders are usually dispatched within 48 hours and are subject to Standard UPS shipping lead times. If you need to track an order please do not hesitate to contact us for further information: chrysler@cepm-europe.com

Question:

How will my order be shipped?

Answer:

All goods are dispatched via UPS using the most cost effective method.

Question:

Can you provide details regarding any Duties and Tax liabilities?

Answer:

All merchandise that is shipped outside of the EU is subject to Duties and Taxes. Duties and Taxes are determined by the country of destination. The rates are assessed by the type of merchandise and its value. Because there are numerous products in our line and so many different countries, we are unable to advise you of the amount of duties and taxes when an order is placed.

We offer our customers two options for paying the duties and Taxes. One option is that Corporate Express Promotional Marketing will pre-pay the fees on your behalf and bill you at a

later date. Please note: most of the time we will not have the Duties and tax amounts for the preliminary billing. The Preliminary billing will consist of charges for the merchandise and Freight charges. Therefore a supplemental invoice will be created for these duties and taxes. You can expect the supplemental invoice within two or three month's after receiving the shipment.

The second option is that the duties and taxes are payable upon receipt of the goods. The importer would then be responsible for paying the fees upon arrival. Please let your us know how you would prefer to pay duties and taxes on your order using the Contact Us page on the website. If no instruction is received the order will be shipped with duties and taxes payable upon receipt of goods.

Question:

Who do I contact if I have any questions about the 'Chrysler Group Collection', shipping or handling procedures?

Answer:

Please use the Contact Us page or email your question to Chrysler@cepm-europe.com

Question:

Who do I contact if I have any invoicing queries?

Answer:

Please contact Stella Comerford: scomerford@cepm-europe.com

Question:

Do products within the Collection have any guarantees or Warranties?

Answer:

There are no across-the-board warranties or guarantees, however indicated in the Product Information section you will find details of any warranty or guarantee available on that product (usually on higher value items).

Question:

What happens if I need to return a product?

Answer:

You have up to 30 days from the date of order to inform us of any returns to be made stating the reason for return. In general provided that the item is in its original packaging, undamaged and fit for re-sale by us (this does not include orders shipped outside the EU. However, non stock items which have been custom branded cannot be returned unless they are deemed defective. If you are returning any item to us because it is defective please ensure you indicate this clearly to us on any related paperwork.

Question:

What should I do if an item is received damaged or broken in Transit?

Answer:

Please report any delivery, quantity or quality discrepancies with 5 working days of the delivery, otherwise the delivery will be deemed to be without discrepancies and invoiced accordingly.