

Mail Order Blues

This letter is being written after two months of trying to obtain parts from a mail order company with a nice large glossy covered catalog. For most of us we must deal with mail order companies to obtain parts for our Mustangs. I do not have any problem with shopping mail order, as a matter of fact I enjoy it.

On January 10, 1983 I ordered parts from three mail order companies; one in Texas, one in Indiana, and one in California. The Texas and Indiana companies took care of my orders within a respectable time frame. The California outlet is another story. The Texas store was paid with a charge card, while the Indiana and California stores were paid with money orders. I am writing this letter on March 14, 1983 and have received nothing but promises from the California store. I have been told that items have been shipped by UPS four different times. I really do not believe UPS lost four of my shipments.

My problems have been blamed on this winter's floods in California and UPS losing my shipments. I have made many calls to the California store attempting to solve my problem. (Thank goodness for 800 numbers.) Presently I am trying to just get my money back. The person which I have dealt with at the California store has been very polite and made some nice promises but from my end I have seen no results. I was once promised that the order which was said to have been previously shipped but not received would be reshipped on "Blue Label" service. These were not received. Were they shipped and got lost, or were they never shipped? Once I was told UPS found my shipment in "another state" and it would be forwarded to my address soon. Am I really expected to believe this shipment got lost again? I never received the shipment. When I asked for proof that my order was shipped UPS, I was told the store's book containing shipping records was destroyed in the flood and UPS was giving them the run around when they called them. Maybe it was destroyed but I find it hard to believe at this point. I was also promised a list of the parts which were

allegedly sent to me and a list of back ordered parts would be sent to me by regular U.S. Postal Service. Over one week after the promise I have seen nothing. Maybe it got lost in the mail too but I really do not believe it was ever sent. This company has approximately \$250,000 of my money tied up and I have nothing but promises that will not fit my Mustang. I wonder if I will ever get my money. I have given up on the parts.

The real reason I am writing this letter is to warn others about dealing with mail order companies. I am not in anyway indicating all mail order companies are problems. I have many good experiences I can relate to mail order companies. I have mentioned two. Nor am I indicating California companies are bad. I am saying the buyer should beware when purchasing any product anywhere by any means. I am not sure how a person can pick out the good from the bad but maybe we need some type of a referral system among Mustang owners. The only way I know of now to assure not losing money is to order C.O.D. At least this way you do not have your money tied up if you do not get your parts.

I feel like I am not the only person who has had problems. Maybe we can hear from others. I must point out that I have been promised my money back and if I ever get it back I will let *Mustang Times* know. I do not know how much C.O.D. charges are, but I do think it would be worth it for my "peace of mind."

Bobby C Wright
League City, Texas

Invoices Available

Here is an item of interest to '69 Mustang and Cougar owners that I found out about in the Boss 302 registry newsletter.

If you own a 1969 Dearborn (F) Mustang, Mach I, Boss 302, Boss 429, and/or Cougar, your factory invoice is available. It costs \$15 for Boss 429 and \$10 for all other invoices. You'll need a pencil rubbing of the VIN plate or a copy of the registration along with your request. I sent for the invoice to my

BOSS 302 and it was great. It lists the options your car originally was built with and gives a suggested retail price for the car. Send to: Lois C. Eminger, Box 220, Dearborn, MI 48121-0220.

I enjoy the *Mustang Times* — it gets better every issue, and I can't wait 'til each issue arrives.

Gary R. Gillespie
Dayton, Ohio

Renews, Regards

I am pleased to renew my membership for another year. Enclosed is my check for \$20.00. The *Mustang Times* seems to improve with each issue.

Keep us the good work.

Joseph Bossert
St. Leonard, Maryland

Fred In Car Collector

As a member of The Mustang Club of America and of the First Regional Pennsylvania Chapter, I thought you might be interested in the attached issue of CAR COLLECTOR which contains an article on Mustangs, Mustang restoration, and our regional director, Fred Glazier.

I like your new format very much and think you are doing a great job. The magazine is always interesting and informative. Keep up the good work!

Robert DePue Brown
Philadelphia, PA

SOMETHING NEW

Do you have a question of a technical nature, and you're just not sure about the answer? Ask us. Fred Glazier of Glazier's Mustang Barn is now assisting us with the technical information portion of our publication. Please send all questions directly to National Headquarters. Your answer will appear in an upcoming issue of *Mustang Times*.