



## Online Ordering FAQs

### **Why do I need to select a preferred dealer?**

ShopBOSS is an extension of BOSS's Authorized Dealer network. It is offered as a convenient method of obtaining Genuine BOSS Equipment from the convenience of your home or business, or by mobile device.

The dealer you choose will be the dealer you will go to if you should need service, warranty work, *etc.* If you require your products faster than ShopBOSS can deliver, we recommend that you go to their store or call to check availability. Dealer pricing may vary from ShopBOSS pricing.

You can locate your nearest dealer by visiting [www.bossplow.com/locator](http://www.bossplow.com/locator). When creating a ShopBOSS account, the dealer you initially select will be your "default" dealer – meaning every time you log in to ShopBOSS that dealer's information will populate. You can change your dealer at any point by visiting your account selections or at checkout. If you do not create a ShopBOSS account, you will be asked to select a dealer each time you checkout.

### **Why do I need to contact a dealer for pricing?**

Some of our products are not shippable via UPS, our shipping method for ShopBOSS. Many times the product is too large or too heavy for this shipping method. In that case, we recommend you contact your preferred dealer to see if they have the item in stock.

Items that are shippable via UPS but are shown as "not available" are likely out of stock or may be discontinued. It is possible your preferred dealer still has stock on items that ShopBOSS shows as out of stock, so please contact your dealer for details. When the item comes back in stock, pricing and an "add to cart" button will reappear.

### **Why are some products not available on ShopBOSS?**

Products that are unavailable on ShopBOSS include parts that are too large or too heavy to ship via UPS, hazardous materials, and parts that are on backorder or out of stock. In the case of products that are on backorder or out of stock, when stock is replenished they will again be available on ShopBOSS. Your preferred dealer may have the items in stock that are not available on ShopBOSS, so please contact your dealer for details.

### **Can I track my order online?**

A Shipping Confirmation e-mail is sent with the UPS tracking number when your order ships. You may track the order via the UPS tracking site. To ensure that your ShopBOSS e-mails get to your inbox, please add [NoReply@BOSSPlow.com](mailto:NoReply@BOSSPlow.com) to your e-mail Address Book or Safe List or through your Spam filter. Registered ShopBOSS users can view their order history and status via "Order History" under "My Account." Unregistered users can view their order via the "Order Search" link in the top navigation of [www.bossplow.com](http://www.bossplow.com).



### **How long will it take my order to arrive?**

Typically, orders will arrive at your home within 3-7 business days. In rare instances, when an in-stock item becomes unavailable after you have placed an order, you will be notified of the status of that order via e-mail. In the event of inclement weather or other acts of nature, we are not responsible for delivery delays and we will NOT reimburse shipping charges for these types of delays. View our Shipping Policy for further details.

### **What destination area is covered by ShopBOSS?**

We are UNABLE to ship to P.O. Boxes, APO or FPO addresses, Alaska, Hawaii, Canada, Puerto Rico, Guam, Mexico, or any other country.

### **How can I review the details of an order I have already placed?**

Registered ShopBOSS users can access "Order History" via "My Account" when logged in to ShopBOSS.

Unregistered users can click on the "Order Search" link at the top of [www.bossplow.com](http://www.bossplow.com). You will need your order number and email address to access your order history.

### **Did you receive my order?**

When an order is placed on ShopBOSS, an order confirmation e-mail is sent within 24 hours from the time you placed your order. To ensure that your ShopBOSS e-mails get to your inbox, please add NoReply@BOSSPlow.com to your e-mail Address Book or Safe List and through your Spam filter.

### **How can I cancel my order?**

Since we are committed to processing all customer orders as quickly as possible, we CANNOT guarantee order cancellations. If you would like to request a cancellation, please call **800-286-4155** and we will make every attempt to cancel it. If your order has already shipped, you will need to follow the return process.

### **Can I return an item?**

You can return an unused item to ShopBOSS within the 30 days of the ship date. Registered ShopBOSS users should navigate to "Order History" under "My Account" to select an item for return. Unregistered ShopBOSS users should click on the "Order Search" link at the top of the homepage and search for the order with an item to return. Bring the box to your local carrier for return.

If you received an item you did not order or received defective or damaged merchandise, please contact ShopBOSS at [ShopBOSS@bossplow.com](mailto:ShopBOSS@bossplow.com) or **800-286-4155**.

Please refer to the Return Policy for further details.

### **What should I do if I haven't received my return credit?**

If you have returned a product more than four weeks ago and have not received your credit, please call **800-286-4155** for assistance. Please have your return tracking number and order number available when calling.



**What credit cards are accepted on ShopBOSS?**

ShopBOSS accepts Visa, Master Card, and American Express. The charge on your credit card/bank statement will show ShopBOSS as the retailer.