



FACTORY FIVE

R A C I N G



Get Ready to Start Your Build!

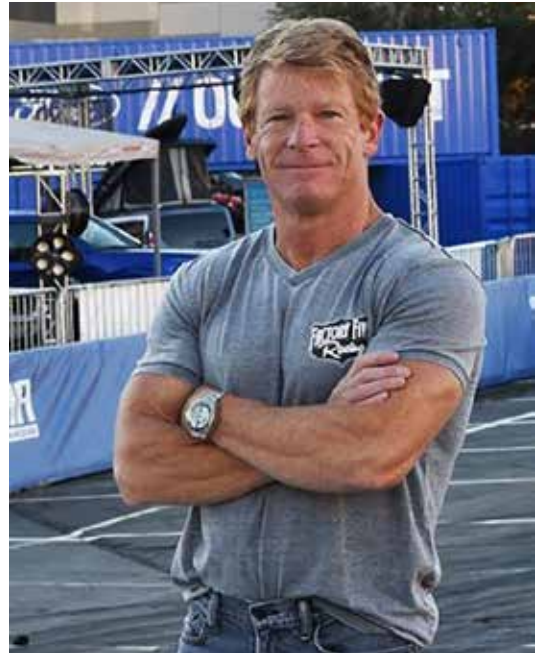


25 Years of Built, Not Bought®

Thanks for deciding to build a Factory Five! Since 1995, more than 12,000 people have trusted us with this decision. Our customers have built some remarkable cars, but that's just the beginning of an even more remarkable story. The Factory Five community is one where we build so much more than great cars. It is where lifelong friends are made, and where customers band together to help others in times of need. It is a place where priceless family memories are built while building cars!

By placing your order, you are joining this incredible group of people, more like family than customers. The car you build and the stories you build along the way will become part of our shared and growing legacy.

This is the first step in the process that will end with a beautiful car and a lifetime of good memories. We are embarking on this exciting project together. Building one's own car is not for everyone. It requires skill and maturity and it will not be easy... but it will be tremendously rewarding and great fun! On our side, we will be coordinating the production process of your kit and working hard to make sure everything goes smoothly. The following pages include helpful information about what to expect as your order proceeds from placement all the way to delivery and build support.



On behalf of the employees at Factory Five Racing, I want to express my sincere thanks for the chance to work for you. Let's get started!

Sincerely,

A handwritten signature in black ink that reads "Dave Smith" with "FFR2001" written below it.

Dave Smith
President



What to Expect With Your Kit Order

The following is a simple outline of some of the things you can expect as we build your chassis and get ready to have your kit ready for pick-up or shipment. Depending on the lead time in production and the nature of your order, you may find that some of these steps do not apply to you.

Review your Kit Order

After you've placed your order on-line, over the phone, or in person, we will send you a copy of the order with options, prices and any special notes. Review your printed sales order. Confirm that your shipping and billing address information is correct, and that any options you've ordered with your kit are properly listed. This is the same document we will be using to build your kit, so we want to make sure it's correct. Changes to your order are not a problem for us at this early stage. Very few orders stay the same from the time they are taken until delivery, and we can easily add parts and make changes to your kit. We've helped over 12,000 people configure and build their Factory Fives. We know a lot about what works best and we're happy to share our collective experiences with you to help you build the very best car.



Shipping/Delivery Options

You have the option to either pick your kit up from the factory for free, or have it shipped to you for a reasonable charge. All kits are FOB Wareham MA so it is your responsibility to determine how your kit will get from our dock to your garage, but we can help with recommended shippers and more.. Here are the options.

Picking up at the Factory Five

Picking your kit up is easy and a great chance to visit the plant. We will have your kit ready to go on your assigned production completion date, and we ask that you call ahead to schedule the exact day and time you would like to arrive. Pick-ups can be scheduled during the week from 9am to 5pm or on Saturdays from 8am until noon.

Open or enclosed trailers are fine. Make sure you have room for the car (chassis and body) which is 14' long and 6'2" wide, as well as the boxes of kit components which can be 12 to 20 boxes depending on specific kit and options. Make sure to bring straps for securing the kit chassis/body to your trailer or truck. If your chassis is powder coated, bring a blanket or carpet sections to rest it on so that it doesn't get scratched. Tarps or covers for foul weather and plastic bags to cover boxes that you plan on transporting in an open truck bed are a good idea. We have an indoor space large enough to back a trailer into, so we can always load your kit inside the building in inclement weather.



Where to Stay

If you're coming from far away, we have a special rate at the local Marriot Hotel. It is usually \$109 per night but can vary with tourist season. Mention that you are a Factory Five customer when you call to get a discounted room reservation. Rates can change.

TownePlace Suites By Marriott
50 Rosebrook Place
Wareham, MA 02571
508-291-1800
Marriott.com

How to Ship Your Factory Five Kit

Recommended Shipping Company: Stewart Transport

Stewart Transport has been a popular and recommended carrier for Factory Five kits since 2000 because they don't require a crate, and will deliver directly to your home and garage utilizing a specialty designed rail system trailer adapted and built specifically for Factory Five kits. Stewart Transport has a tremendous amount of experience with our kits, their drivers know Factory Five and are familiar with what is needed. Stewart is the official shipping company of Factory Five Racing, and they are the shipping company of choice for most of our customers. Stewart is an independent company and you will have to pay them directly.

Contact Info:



Stewart Transport
8164 W Buckeye Rd
Phoenix, Arizona, AZ 85043
602-242-1800
info@stewarttransport.com

Your Own Shipping Company

If you want to have your kit shipped, you will need to make arrangements with a shipping/freight company based on your given completion date and location. Some freight companies will require that the kit is packed in a crate. We offer a wooden crate that is ISPM-15 compliant for export, which we will build and pack the kit into for \$1,295 (\$1,425 for '35 Truck). Fully loaded, the crate weighs between 2000 - 2500 lbs, measuring 16' L x 6'6" W x 4'3" H. Keep in mind that most companies won't be able to unload a crate at your home and will require that you pick it up at their nearest terminal. From there, the crate will need a flat bed tow truck to transport to your garage.



Manufacturing, Inventory, & Build Preparation

Manufacturing and Payment

Final payment is due 10 days before your completion date. Also note that any changes to your kit order need to be communicated to Factory Five at payment and hopefully some time before your completion date. When calling to make your final payment, just ask any member of our administrative team, and they will put you in contact with the right person. If your kit is being shipped, you'll want to confirm with your carrier that everything is still on schedule. If you'll be picking your kit up, this is a good time to confirm with us what your plans are.



Inventory and Starting Your Build!

Once you have your new kit at home and tucked safely into your garage, you can celebrate! You can also get to work in earnest. The kit has been carefully configured to make it simple for you to find parts and keep track of everything. Each box contains common parts and is divided into subassemblies that are properly bagged and labeled with part numbers and descriptions. You can find the assembly manual either in Box 1 or Box 2 of the kit, depending on the model.

If any parts from your kit are not in stock at the time of shipment, they will be listed on a separate "Parts on Order List" (POL), and you can be certain that they will be shipped out to you as soon as they arrive to us. Two parts that are always on this list is the Certificate of Origin and the Serial Number Nameplate. These are created after your kit has shipped and the paperwork has been processed. We send these to you a few weeks after your kit shipment.

It's important to take a thorough inventory of your kit once you receive it. Using your supplied packlist as a guide, look through each box to ensure quantities are correct and everything is there as listed. This is a great way to familiarize yourself with the parts, and it also addresses missing parts inquiries in a timely manner. You have 45 days from when you receive your kit to report any missing parts.

As you build your car and have any questions, we are available to help. Factory Five Tech Support is available Mon.-Fri. during business hours 9AM-5PM EST at (508)-291-3443, or online at tech@factoryfive.com. Our Tech Support Team is fully knowledgeable and able to answer any questions you have about the assembly process, parts, tips and suggestions, body work or anything you may be unclear about. After more than 25 years and thousands of kit builds, it's unlikely that there is any question they can't answer about a Factory Five. Call and ask for tech support if you have any questions. The following page contains a list of some helpful numbers.



Contact Information/Help

If any questions, issues, or concerns come up during your build, please contact us for assistance.

Technical Support: tech@factoryfive.com

Email us with technical questions about building our kits, performance and aftermarket parts, engines, or any other parts assembly.

Part Sales: partsales@factoryfive.com

Send us an email with any parts questions you have before submitting your order.

Customer Service: customerservice@factoryfive.com

If you have a problem of any kind, please let us know right away.

Factory Five Racing

9 Tow Road

Wareham, MA 02571

Phone: (508) 291-3443



Another valuable resource throughout your build will be other customers in the huge Factory Five community found online at www.thefactoryfiveforum.com. The forum is a great place to read customer build threads, learn more about various options, and there's always a fellow builder willing to lend a helping hand.

CONTACT US FIRST! In this exciting new world of social media, don't forget that we are your first and best resource for questions about parts, engineering, performance, assembly, or any other concern you may have!



Terms and Conditions

Here are some of the things you can expect as we configure your order, build and package your kit, and get it ready for delivery.

Ask Us!

Designing and building your own custom car can be complicated. We've helped thousands of people configure and build their Factory Fives, and we've done this one at a time! Nearly every member of the tech support team drives, owns, or has built a Factory Five of their own or a shop car. If you have any questions about your order, give us a call, and we'll be happy to help you spec out the very best car for your needs. This is also a great time to be honest about your skills and abilities. **Building your own custom car is a proud hot rodding tradition, but it is also serious business, and if not done properly, can result in serious injury or death.**

Shipping: Kits are FOB Wareham, MA, and if you'd like to have your kit shipped, you will need to make arrangements with a shipping company before your completion date. Stewart Transport is a popular carrier for Factory Five kits because they don't require a crate, and they will deliver directly to your home or business/shop in the U.S. Stewart Transport has a tremendous amount of experience with our kits, and they're the shipping company of choice for many Factory Five owners. For further information, contact Stewart directly at (602) 242-1800.

Some shipping companies require the kit and boxes be packed in a crate. We offer a crate made of materials fully-compliant for export. The crate weighs about 2,500 lbs. and measures 16' L x 6'6" W x 52" H. Most shipping companies won't be able to unload a crate at your home, and will require that you pick it up at their nearest terminal. From there, the crate will need a flat bed tow truck to transport it. Crates are used commonly for export.

Shipping Terms: All Sales from Factory Five Racing, Inc. are FOB Wareham, MA. While we are happy to assist in arranging shipping for your chassis kit, you are responsible for freight and shipping charges. Legal disputes are governed by the laws of the Commonwealth of Massachusetts.

Cancellations: Kit orders are subject to a \$250 cancellation fee if cancelled more than ten (10) days prior to the given production completion date. Deposits becomes non-refundable ten (10) days prior to production completion date or beyond. Kit deposits are not refundable if original kit completion date is postponed or delayed. Orders delayed more than one calendar year without shipment are non-refundable. Prices and specifications are subject to change without notice.

Shipping Damages: We take all possible steps to ensure your parts arrive in good condition. Please inspect your order completely, while driver is present if possible, and have him/her note any damages. If the damages are found after delivery, call the carrier immediately for an inspection/claim. Factory Five is not responsible for freight damages.

Missing/Backordered Parts: Please inspect the contents of your shipment carefully, and let us know if you think something is missing. We will help to identify, locate, or replace the missing item(s) as necessary. Parts noted as missing beyond forty-five (45) days after the delivery date must be purchased at the current retail price.

Return Policy: Parts that have been mounted or become scratched cannot be returned. Normally stocked products may be returned, freight pre-paid, within thirty (30) days, and are subject to a 15% restocking charge, unless the goods are for an exchange. All items must be in new condition and in the original packaging. No returns on electrical parts, special order parts, or kits that have been shipped. Returns within sixty (60) days of shipment date will be accepted for credit towards future purchases. Any part thereafter may be returned with prior approval (RGA number) Factory Five Racing has the right to refuse any return. Factory Five guarantees its products to be free of defects due to workmanship or materi-

als. Liability is limited to repair or replacement of our products, further limited by the warranties that may be offered by the manufacturer if the item is a purchased item from another company or supplier. **Building your own car and racing are dangerous endeavors, and the buyer expressly assumes the risk of all personal property, or economic injury resulting from the use of said products.**

Disclaimer of Warranty: The seller hereby expressly disclaims all warranties, either express or implied, including any warranties of merchantabilities or fitness for purpose in connection with the sale of this part(s) and/or service. Factory Five makes no warranties, expressed or implied, on the products (parts, or kits) offered for sale. All implied warranties of merchantability and fitness for a particular purpose are expressly disclaimed by Factory Five.

Titling/Registration and Applicable State Laws: Factory Five Racing, Inc. is a manufacturer of custom car, hot rod, and race car parts. We do not, and cannot ensure whether the part or kit that you purchase will comply with any or all individual state laws for its use. Please know your state laws and regulations before purchasing any part or product from Factory Five Racing, Inc.

Warning!

Assembly of a Factory Five vehicle kit should ONLY be performed by persons experienced, trained, and familiar with custom vehicle work including, but not limited to, brakes, wheels/tires, engines/running gear, steering systems, suspension systems, automotive restoration, competitive driving, and all aspects of custom vehicle work. **Failure to safely assemble a Factory Five Racing vehicle parts kit can result in serious injury or death.**

Advice of Factory Five Technical Support does not guarantee proper installation. YOU, or the person who does the assembly must be qualified to do this. It is not possible for Factory Five to foresee or understand all potential issues that may arise during your build while we offer advise and assistance over the phone, via email, or even in person.

Do not assume anything. Improperly assembled vehicle parts can cause serious injury or death.

Purchaser expressly ASSUMES THE RISK of all personal, property, and economic injury, damage, or loss, either direct or indirect, arising from the use, misuse, or failure to determine the appropriate use of any Factory Five product.

Factory Five vehicles are part of a category of vehicles that include custom builds such as hot rods, Cobra replicas, and other high-performance vehicles. **They are capable of extreme performance and should be operated safely, and only by skilled drivers. Do not loan your Factory Five to a friend!**

Join the Factory Five Community!



One of the things that makes Factory Five Racing special is the large community of customers, suppliers, builders, and friends. This all begins with and forms around the cars we build and the WAY we build them.

You can join this community whether you have a car or not. www.TheFactoryFiveForum.com is a great place to start talking to other FFR guys. Our Facebook, Instagram and Twitter pages are used to post fun news about the guys here and customers.

On behalf of the families, customers, suppliers, vendors, and friends of Factory Five Racing, I want to extend to you a warm welcome. Bring your stories, traditions, and skills, and be ready to gather every now and then to forge friendships and community.

Follow us on:





What to Expect



 **FACTORY FIVE**
R A C I N G
9 Tow Road, Wareham, MA 02571
P: (508) 291-3443
www.factoryfive.com

Hours
Monday - Friday 9 AM to 5 PM EST
Saturday Tours 9 AM to 12 PM EST

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