

## Special orders and company contact information.

**Primary account contact:** Phil Lowell

Company Position: VP of Sales

E-mail Address : [plowell@powerstop.com](mailto:plowell@powerstop.com)

Office Number: (708) 325-1102

Contact Fax Number: (708) 458-9155

Cell Number: 248-505-5515

**Inside sales support:** Bob Marler 708-325-3064

[bmarler@powerstop.com](mailto:bmarler@powerstop.com)

*Popularity rankings, interchanges, sales materials including flyers, sample requests etc.*

### Tech Support

8am - 5pm Central standard time zone.

[888-863-4415](tel:888-863-4415)

[708-590-4368](tel:708-590-4368)

[tech@powerstop.com](mailto:tech@powerstop.com)

### Customer Service Manager

Liz Trinidad

E-mail Address: [ltrinidad@powerstop.com](mailto:ltrinidad@powerstop.com)

Office Number (708) 325-3040 ext 1125

Fax Number (708) 458-9155

Customer Service 2 Victoria Mora

E-mail Address : [vmora@powerstop.com](mailto:vmora@powerstop.com)

Office Number (708) 325-3040 ext 1182

**Hint: All Power Stop staff email addresses include employee's first initial followed by their last name @powerstop.com**

**Special order procedure:** *Special orders are shipped same or next day. There is a flat rate shipping cost of \$15 for a pair of rotors and \$5 for a set of pads added to the invoice. All purchase orders **must include a PO number to process.***

**Send special orders to:** [customerservice@powerstop.com](mailto:customerservice@powerstop.com)

### **Stock checks and special order visibility.**

Website Link:

[www.epartconnection.com](http://www.epartconnection.com)

*Epartconnection.com is useful for catalog lookup (VIN#, LP#, yr./make/model.) as well as price and availability information in real time.*

Contact Phil Lowell for login credentials;

[plowell@powerstop.com](mailto:plowell@powerstop.com)

### **Defective product warranty policy.**

Customer satisfaction limited to actual Power Stop product returned in the original packaging. To receive credit the part must have a genuine manufacturing defect. Pads return with normal wear and no apparent defect will not be credited.