

WELCOME to the Expedition One Team!

Attached you will find helpful information regarding your purchase, please read through it as soon as possible as well as your Owner's Manual for important information about the care and maintenance of your Expedition One products.

ORDER STATUS

Lead Times

At Expedition One we have been in the process of adding to our team by means of people and equipment to improve our turnaround times across the board as demand for our products continues to grow. We do our best to estimate the lead time of your product at the time of order but please understand the process can fluctuate and unanticipated delays can occur. We understand that many of our customers have trips and events planned that they hope to have product in time for and we do our best to meet timelines whenever possible. Our staff are committed to providing you with timely and honest updates with the current status of your order in the production process. These updates are provided by **automated updates and by email request only**. While our customer service staff can offer general status information, requesting a status update by phone is not the preferred method as product status can fluctuate and customer service staff do not always have the most up-to-date information available.

We appreciate your patience and your respectful communications during these as we work hard to get you a high quality product!

Status Updates

Automated updates will be provided as your order moves through the fabrication process. **Please be sure to check your junk/spam folder** for updates in case they are not hitting your email inbox and/or add Expedition One to your contacts list.

Please see the attached Fabrication Stages chart to better understand progress updates as you receive them. Orders are run in batch processes for the most timely delivery of product and your order may remain in one status for a longer period of time and go through several other stages more quickly.

- These stages are an estimate and **general reflection** of lead times only. Orders are run in batch processes for most timely product delivery and your order may remain in one status for a longer period of time and go through several other stages more quickly.

- All stage times can vary depending on sales volume, time of year, material availability, and unforeseen delays including staffing shortages.
- In the event a quality issue is found, your product may move back to a previous step.
- Custom orders are not applicable to the standard processes and lead times

Shipping & Freight Services

Many of our products require LTL Freight shipping services. Expedition One is not a freight service nor does it have its own line of freight carriers. Because this is not a commonly used service for residential deliveries, we have developed relationships with reputable carriers who cover a wide array of regions. Customers are always welcome to provide their own freight services or a carrier of their choice should they prefer to handle their own freight delivery or can pick up their order at our Ogden, UT location.

Important Tips in Receiving your Freight Shipment:

- Make sure we have accurate phone and email contact information; this info will be used to contact you to schedule delivery of your product
- Make sure your delivery address is accurate. Once fabrication is completed and your item moves into final stages we are unable to change shipping destinations. In some cases we can make changes after this point in the process but there are associated reconsignment charges of at least \$65 if changes are made after this point. **Any changes to a destination after an order has completed fabrication and moved into final processes will incur additional charges and require re-quotation for the delivery and written approval from Ex1 to the freight company.** Because you are not the shipper you will be unable to change the delivery address directly with the freight company.
- Be sure to keep your delivery appointment, the freight company will charge you additional fees for missed appointments and/or storage fees if they are unable to deliver to you at your scheduled appointment
- Check your package for signs of damage and **make sure any signs of damage are noted on the delivery receipt when you sign for the package.** Some freight companies are now doing contactless delivery but a driver should still be present and you will have the opportunity to request that any damage be noted. This is important should you open your package and find damage requiring a claim.
- **Report any damage or missing parts right away.** Expedition One will advocate on your behalf for any repair or replacement costs.

Accounting for all Parts and Components

- There are a lot of parts that go into the finished product and there may be several boxes containing different hardware, brackets, etc. Make sure you go through all boxes and clear through all the packaging to check for parts in case anything came loose in the shipping process. We document all parts shipped out so if you think you are missing a part please contact us so we can review our documentation.
- Missing parts must be **reported within 7 days** of receiving your shipment.
- We recommend you wait to schedule your install until after you have checked that you have all your parts. Because small parts and components can be in backorder status due to circumstances beyond our control, we do not cover costs to overnight or expedite parts that may not have been included in your original shipment. We do not cover any install/shop costs or vehicle downtime costs so it is important that you wait to ensure you have all the parts needed to successfully complete your installation.

INSTALLATION TIPS

We do our best to offer timely assistance with your installation questions however as most of our team members are primarily engaged in the manufacturing process and packaging processes, we do not currently offer on-demand tech support. We do our best to respond to installation questions within 24-48 hours of contact as much as possible. Long-distance problem assessment can be difficult so photos and videos are often required in order for us to best assist you. We highly recommend your initial contact regarding installation questions include both close up and full photos, detailed descriptions using our part descriptions as much as possible, and video. This enables us to better assist without having the ability to see the install difficulties directly and assist you as quickly as possible.

For more technical installs or installs that are time-sensitive in nature, we would recommend our customers seek out the services of professional shops with experience specific to aftermarket bumpers that can better meet your particular needs. We are happy to make recommendations to you on shops familiar with our products in your area.

Tech Questions with **accompanying photos and videos** should be sent to:

Info@ExpeditionOne.biz

Install Tips:

- Review the install guides in advance to assess skill level. A rating system is provided to help you make an assessment. Install instructions can be found under the [Resources and Install Guides Tab](#) on our site: expeditionone.com and review an install video on our [YouTube https://www.youtube.com/channel/UCyptkLzxPmzfpefmK9rHD4Q](https://www.youtube.com/channel/UCyptkLzxPmzfpefmK9rHD4Q) or [Vimeo pages: https://vimeo.com/user8693353](https://vimeo.com/user8693353)
- Get a friend to help. Heavy lifting will be happening.

- Don't tighten up too fast. Keep things loose working from side to side to get the fit just right for your vehicle and then when you have it in place go ahead and get everything tight
- Use anti-seize on your hub covers! You want to be able to get into your hub assembly to access your bearings and grease seal when it comes time to replace them.
- Keep an eye on things. Especially after your first good off-road adventure...go back through and re-tighten. Check your tire carriers frequently. Rattles and squeaks can be indicators that things need to be re-tightened or the bearings in your hub assembly need to be replaced.

DUAL Rear Bumper Tips

- An important note with your dual handles. The handle needs to be squeezed when moving into place and closing. It is important to make sure that the latch is fully cycled to close completely. The handle will sit flush inside the latch component when fully closed. See photos below for reference. Make sure anyone driving your vehicle with the dual rear installed understands how to open and close the latch to prevent the arm from swinging out while in motion.



- The drop pins are designed as a feature to allow you to lock an arm into place when the vehicle is not in motion, for example when parked on an incline or in a parking lot. Pins can be utilized when an arm is moved by the user into the locking position and secured into a locked location. **The pins are not designed as a safety mechanism or a "catch" for an arm that has not been securely latched.** Pins can get "sticky" with time as debris gets trapped. We recommend some pb blaster to help keep them moving smoothly. When its time to replace pins you can visit the replacement parts section on our webstore to get a new set on the way!

Sharing

We love to see photos from your adventures and ask your permission to share them on our social media pages. Please follow us on Facebook: Expedition One and Instagram: Expedition_One to see more photos! Welcome to the Expedition One Team!



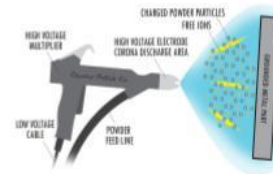
Formation: Parts are cut on a state-of-the-art CNC laser and bent to precision to prepare for fabrication.



Sanding: Final QC checks on fabrication and surface preparation for powder coat adherence. Bare metal orders go straight to shipping from here.



Weld 1: Product begins fabrication, welded internally and externally



Powder Coating Service: Product is handed off to our expert powder coat contractors for a high quality 3 stage powder coat process



Grind: Some of the welds are ground for a smooth finish and look



Packing & Shipping Service: Final QC check on finish and all hardware, small parts, and accessories are packed securely for the freight company to pick up and deliver to you!
Enjoy!



Weld 2: Final Fabrication stage, finish welds on secondary items such as hoops, tire carriers, etc.

Please be sure to check your order for all parts as soon as possible.
Any necessary shipping and/or missing parts claims have time limits.
*We recommend you wait to have all parts in hand to schedule installations as your order may ship with some small parts in back order status. Email Info@ExpeditionOne.biz for updates on what stage of the process your order is currently in.