# **Order instructions**

# Ford/Lincoln/Mercury

Hi! Good choice! Actually, the best for your Ford, Lincoln or Mercury car. My name is Stefan and I am one of the <a href="www.factory-manuals.com">www.factory-manuals.com</a> owners.

Using your personal data (email, address, phone), we will create a Ford CO account for you and we will start creating your factory manual. If you receive an email from Ford CO, please do not try to login into your account from Ford, at least until we deliver to you the manual. From this moment, you have two hours to ask a refund. After these two hours, we cannot offer any refund. We will pay a Ford CO subscription and we will start creating your unique factory manual. After you download the manual, in 30 days we will delete your manual and all your personal data from our website.

**Step 1.** –**VIN car number.** If you already send to us your car VIN number, please ignore this step.

We need your car VIN. Using your VIN we will create your factory manual directly from Ford CO. The vehicle identification number (VIN) is a 17-digit combination of letters and numbers. The VIN could be found on the vehicle certification (VC) label, car insurance or any other document from your car. The VIN is stamped on a metal tab riveted on the instrument panel, top upper left of the dash. The vehicle (VC) label contains information on manufacturer name, the month and year of manufacture, the certification statement and the VIN.

# You have 2 options:

**A.** Login in your account from our website and complete there the VIN number. Your login data are your email and the password received in your email address confirmed. Go to order history and in the field VIN,

please complete your VIN car number and click save.

## **Screenshot details**

Login:

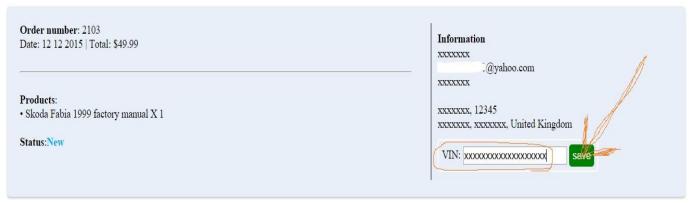


# Account order history:



### Insert the VIN car number:

#### **Order History**



**B.** Send to email address: owwner<u>order@factory-manuals.com</u> your VIN car number and specify that it is for your order.

# Once we receive your VIN car number it will take 12-48 hours maximum

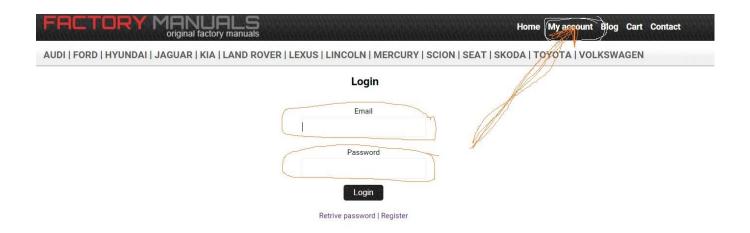
until you get your unique factory manual created after your VIN number car.

# Step 2. – Download your factory manual.

After 12-48 hours from the moment you send to us your VIN, please login into your account from our website, using the email and the password received when you complete the order. Usually, we upload the file in less then 12 hours, but sometimes, when we have to many orders to complete, it take 24 hours. Go to order history section. Click on the download button. The download will start automatic.

### **Screenshots details**

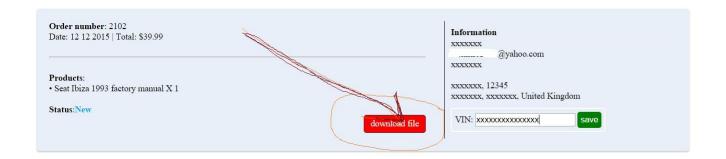
Login



# Account order history:



### Download:



If, after 48 hours, you cannot find the manual in your account please send us message to email address <u>order@factory-manuals.com</u> and tell us about this issue. Or if you have issues on downloading.

# **Step 3. – Saving the manual.**

After finish the download, please save the file in many other locations - CD, DVD, USB-stick, SIM-CARD, HDD. After we have the confirmation that you download the file, we will delete the manual from our database (in 30 days).

There are several advantages having the genuine factory repair manual which is in a PDF format. It can be used with any system even with your phone! It is very easy to use it. It does not require great hard-disk space. There is no need for any complicated software installation. You can print any page, chapter and even the entire manual if you want. The manual created by us has bookmarks and it is help you navigate through its pages easily. Once paid, the manual will be yours forever.

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### What we do not do?

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- -We do not take orders that require several engines, transmissions or various types of cars! It's obvious since one car can have only one engine, right?
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We have made all reasonable efforts to accurately describe the service we are providing on Our Website Selling pages. You acknowledge and accept that.

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- 2. If required, refunds will be issued in the same method of payment You paid Us, when You made the Order for the Service.

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