

General Questions

Orders

- **Can we use the Polaris discount prices we received for our cost report?**
- **No. MSRP is usually given in the order and you may only use MSRP in the reports. Follow the instructions for your particular competition.**

- **Are the parts listed on this site the only parts we can get at a discount?**
- **No. Most of the parts in any of the parts manuals are fair game – the list is the more common items teams ask for. We add and remove parts on an annual basis.**

- **Are credit cards an acceptable form of payment?**
- **No. Polaris will only accept checks made payable directly to Polaris Industries.**

- **What forms of payment are accepted?**
- **Check (University, Cashier's, or Personal) / Money Orders / Postal Money Orders. All payments must be made in US\$ and made payable to Polaris Industries**

- **Can I order a complete engine?**
- **No.**

- **How long will it take for my parts to arrive?**
- **From the time that we receive your check, it generally takes about 1 - 2 weeks for the parts to arrive as long as nothing is on backorder.**

- **How long will it take Polaris engineers to respond to our parts order / technical questions?**
- **Depending on the season and number of teams needing assistance it can take anywhere from days to weeks for us to get back to you. Please be patient. The group of engineers processing orders and fielding questions are comprised mostly of collegiate SAE alumni so they understand the time crunch you are under. Understand though that they are volunteering their time to help with the program and their work load comes first. The moral of this story is to order early and beat the rush. Last minute orders and questions are not guaranteed to be done in time.**

- **What parts are NOT available thru the Polaris sponsorship program?**
- **Current model year parts are not available. Make sure you only look at machines that have been on the market for at least 1 year.**

- **Can I return parts that I no longer need?**
- **No. The only time that we may work with a team to get parts returned is if there was a shipment error made by Polaris. Errors made by your team when ordering will not be considered for return.**

Tech Info

- **Can you send us a drawing or model of one of the parts so we can get started on a design?**
- **No, we will not send a complete drawing or model. The easiest way to get dimensions is to order the part so you can measure it yourself or visit a local Polaris dealer with a tape measure in hand. Also, check the [Technical Drawings and Data](#) section to see if your needed dimensions are listed there.**

- **Can you provide the mass, hardness, density or other material properties for Polaris parts?**
- **No. The easiest way to get part information is to order the part so you can measure it yourself.**

- **Where is the best place to find more information on Polaris products?**
- **We encourage SAE teams to take a field trip to your local Polaris dealer. Although it is not guaranteed, we have found that most dealers are willing to support SAE teams in their local areas.**