

General Guide for Claim

NOTE: PLEASE READ THIS INFORMATION NOTES CAREFULLY – THEY PROVIDE VALUABLE INFORMATION FROM WHETHER YOUR CASE IS ELIGIBLE TO APPLY FOR A CLAIM TO HOW YOU CAN GET A FASTER CLAIM PROCESS.

What is this Claim form for?

This Claim form is only for a claim if the customer received a defected or wrong product.

Who is eligible to apply for a claim?

Only the original buyer can apply for claim on the purchased products. No person is available to apply on behalf.

How to complete the Claim form?

Have on hand all your necessary documentations related to your order

- Prepare as much supporting documentations as possible including photo or/and video illustrations for the product in question
- Make sure you complete all applicable blanks on the form
- Use the checklist on this page before you lodge your claim

In what situations my defected product is not eligible to apply for a claim?

Please note that your claim will not be eligible to be processed under the following situations:

- Product in question has been spray painted or colored.
- Works were done on the product in question which made significantly different from the original conditions.
- Product in question fitting on vehicles which have been damaged or involved in a collision.
- Product in question fitting on vehicles which have been custom modified.

Is this Claim Form for damage items received during transits?

No. Buyer can apply for the claim directly from the courier/freight company if they have purchased insurance during the transit of orders.

What sort of supporting documentations are required and may help the claim?

In general, supporting documentations in the form of photo or video illustrations are sufficient for a claim. In some cases, if the illustrations are found not definite to show the fault product in question. you maybe required to supply a supporting condition report from a qualified panel beater for clarification.

Can I submit the supporting documentations in digital format?

Yes. Supporting documentations can be submitted in digital format. Please specify clearly in writing under the "Supporting Documentation" section if so. However, we may also require a hardcopy format for clarification in some cases.

What is the valid period to submit a claim?

The claim must be submitted within 14 days after receipt of the product in question. Motorkitz Team reserves the rights to deny or delay the claim otherwise.

For all successful claims, are shipping charges refundable?

For all successful claims, shipping charges are non-refundable.

How long will it take to have my claim processed?

Normally, it will take 3–6 business days for investigation.

When is the latest day I need to return the original items?

When the claim is approved, all returns must be within 14 days after the day of notification. All return must be in original condition or better with packing. Failure to return the products before the due date or the returned items are not as original conditions may result in the rejection of claim or a service fee applied.

Where and how do I return the original items?

When the claim is approved, instructions including the return address will be given. Unless otherwise agreed by Motorkitz Team, buyer will need to arrange the return on your own.