

Terms and Conditions of Claim

(for Customers in Australia Only)

1. General

- 1.1 When completing the form, ensure you have submitted adequate supporting documentations in the form of photo or/and video. An additional condition report from a qualified panel beater may also be required in some cases.
- 1.2 Ensure that the provided documentations are definite to show the fault product in question. Additional documentations maybe required otherwise. Under certain circumstances, Motorkitz Team reserves the right to employ an independent accessor to determine the fault in question.
- 1.3 The claim must be submitted within 14 days after receipt of the product in question and ensure the checklist is followed thoroughly before submitting your claim. Motorkitz Team reserves the rights to deny or delay the claim otherwise.
- 1.4 If your claim is successful, an official settlement will be offered for your dispute.
- 1.5 Motorkitz reserves the rights to make the final decisions on claims.

2. Settlement

- 2.1 For all successful claims, a settlement will be granted when the customer has returned the original item. All items returned must be in original condition with original packaging or better. Unless specified, customers are responsible for all return shipping charges or arrange the return shipment on their own.
- 2.2 Unless specified and expressly agreed, for all successful claims, one of the following settlements will be offered: a replacement, a merchandiser credit or a refund. No other form of settlement will be offered otherwise.
- 2.3 Ensure that the returning product is very well packaged. Items without packaging may result in an additional surcharge applied to customer or a settlement will not be issued otherwise.