

Frequently Asked Questions

1. General

It has been awhile since I ordered, what is going on?

Your order might be delayed for a few reasons. Most likely is due to a back-order of one of the products you ordered. If you have any questions please feel free to contact our customer service department.

I do not see what I want online, can you guys special order it?

If you do not see something you on our website, we can possibly special order it for you. Please contact our sales department and someone there will be able to assist you.

I want to do a group buy, can I get a discount?

Yes, to set up a group buy, you must first contact our sales department and get details of the group buy. We will provide you in detail of the prices and what you need to do.

Can I pick up my order?

Unless specified or special agreements were made, all orders are shipped by courier directly to the customer's delivery address. Please note that PO BOX address is not accepted as a delivery address.

Can I mix-n-match a kit?

Yes, you can mix-match a kit and still receive a full kit discount. For a price quote on a mix-match kit, please contact our sales department or you can simply mix and match your kit online and receive a discount.

What kind of fiberglass do you guys use?

All our products are made with the highest quality standards: Strong, durable, smooth surface, and great fitment. If you want, some kits have upgrades available also. Please ask your sales reps for details.

The product I got does not look exactly like the way I see it in the pictures?

The cars we use in our ads are all custom show cars. Due to the variety of custom modifications done to them, the results may differ from the pictures. As always, pictures are for illustration purposes only. Generally speaking, the core styles will be the same.

Do your products come with warranty?

All products come with a limited manufacture warranty. The warranty does not cover shipping damages and customer satisfaction. Shipping charges on non refundable. Please refer to the Terms and conditions.

Do the side skirts/fenders come as a pair?

Yes, all side skirts and fenders come as a pair, only.

Are these products street legal?

Most of the products we provide are for off-road use only. Please check with your local police department for laws governing your area.

Do your kits come painted?

No, our kits do not come painted. Since the possibility of different shades of each color, it is almost impossible for us to color match your car, when your car is not sitting in front of us. Thus we recommend you take it to a professional body shop to have the kits prepped, primed, and painted.

I emailed you yesterday, why have I not received a response?

Due to large amount of emails we receive each day, we might not be able to respond immediately. We treat all our customers the same, so we must answer our emails as they come. Please allow us at least 48 hours to reply to all emails.

I want to set up a wholesale account, what should I do?

Please kindly contact with our wholesale department by email at info@motorkitz.com for more instructions.

2. Shipping

Why can't I get my shipping charges back?

All shipping charges are paid to the shipping company, thus we do not return or refund any shipping charges that has been used.

Do you provide COD?

No, all purchases are made on a pre-pay bases. Orders must be paid in full before they get processed.

The driver is at my door step, what should I do?

Check the package and its contents for any major damages. If the products are all there sign the bill of lading. If any damages or problems are found make note of it before signing. If you have any questions or problems, please contact us.

Are your products insured during shipping?

Shipping insurance is extra and optional. It is not included in the freight charge. To ensure the products are fully covered when being transited, Motorkitz Team strongly recommends all customers to have shipping insurance purchased. Failure to have the shipping insurance purchased will come to the responsibility of customers for all damaged shipments.

How long is shipping?

Actual shipping time from our warehouse to any destination in the Australia is approximately 3-10 business days. The total shipping time can vary according to the availability of the products ordered.

I received part of my order where is the rest?

Due to the possibilities of back order, some orders will be fulfilled as the products come into our warehouse. In such cases we will send what we have first and send the rest later.

I got my order and I signed for the product, but now I noticed there damages to it, can I return it?

If at the time you received the products no signs of damages were noted down on the delivery bill, the products cannot be returned. Once the package is received and signed as clear by you, our insurance with the shipping company is voided. You can however, make a claim with the shipping company directly. This does not mean that you will not get your claim, only that Motorkitz Team will no longer be responsible for your claim.

3. Installation

Do you guarantee fitment?

Due to the nature of fiberglass, we do not guarantee fitment. All our products are made to the closest OEM standards possible, but since they are all hand made minor difference can occur. Also with the vast possibilities of why products do not fit perfectly, such as accidents, heat, poor installation, etc, it is very difficult to guarantee perfect fitment.

Can you install the products for me?

Motorkitz Team is strictly a distribution facility. We do not do any kind of body work or customization at our active site. However, you may contact us and we can help you through your installation.

Why does my kit not fit perfectly?

Due to the nature of fiberglass, we cannot guarantee fitment. All our products are made to the closest OEM standards possible, but since they are all hand made minor difference can occur. Also with the vast possibilities of why products do not fit perfectly, such as accidents, heat, poor installation, etc, it is very difficult to guarantee perfect fitment.

Do I need to remove the reinforcement bar?

The removal of the reinforcement bar may be necessary for the fitment of our aftermarket products. In some instances the reinforcement bar may only need to be trimmed down for fitment of our products.

Do your kits come with hardware and instructions?

Some of our more common kits come with instructions and hardware. However, we still recommend having a qualified professional body shop with experience in these products to perform installation.

Is it hard to install these products?

For an experience body man, it is very simple to install our products. This is not always the case for body shops that have no experience in installing after market body kits. Even though you might feel you have the experience and knowledge to install it yourself, we do not recommend for any of our customers to install the products themselves. Please be advised that our recommendation is to take it to a professional. If the body shop is going to charge you anything over \$1200 to paint and install, you are probably better off finding another source.

What kind of body shop should I have this kit installed by?

When looking for a body shop to install your kit, look for one with experience in doing such installations. A body shop with 30 years experience in doing collision work but no experience in aftermarket body kits is not recommended. It would be better to take the kit to a body shop with just 2 years in business but specialize in installing aftermarket body kits.

4. Payment

What forms of payment do you accept?

We accept money orders, cashiers checks, personal and company checks, and cash.

Direct deposit:

Bank: ANZ

Account name: Motorkitz Team

BSB: 013257

Account number: 494255854

Money order/Bank Cheque:

Payable: Motorkitz Team

Postal address: PO BOX 8167 Monash University Post Office, Wellington Road, Clayton, VIC 3800

Paypal:

Payment email address: paypal@motorkitz.com