



*"Parts To Go"*

## TERMS AND CONDITIONS

- Returns-** ALL RETURNS MUST BE PRE-APPROVED. **YOU MUST CALL 1-888-316-1994 FOR A RETURN AUTHORIZATION NUMBER WITHIN 30 DAYS OF INVOICE. NO RETURNS WILL BE ACCEPTED ON TOOLS, ELECTRICAL PARTS, PARTS MANUALS, SERVICE MANUALS, PARTS GUIDES, BOOKS OR MANUALS OF ANY OTHER KIND.** All returns are subject to a 10% restocking fee. Returned parts must be in unused condition and in undamaged packaging. All returns must be accompanied by a Return Form which is located on the reverse side of the invoice. Please fill out form completely and include it with your package. Any parts being returned in exchange for other merchandise will be credited for the cost of the parts only. Please include payment or charge card information for any balance due. Any requests for a refund of a charge card order will be credited to the original charge card number. All other returns will be issued an in-house credit unless a request for a refund check is made. Requests for a refund check will be issued a refund check by Zoom Cycle LLC. All returns must be shipped prepaid in original undamaged packaging and properly secured within 30 days of invoice to Zoom Cycle LLC, Processing Center, 49 New City Road, Box 158A, Staffordville, CT 06077. Do not use manufacturers packaging as shipping container. We cannot issue credit for handling or freight charges for original or return freight. No returns will be accepted for used or modified parts. Returned parts must be in saleable condition. No credit will be issued on any parts received damaged due to improper packaging or other negligence. Returns must be made within 30 days and include a copy of the invoice. Any Returns that do not comply may result in no credit issued. Please call us with any questions regarding our return policy. No refunds will be issued under \$2.00.
- Non-Refundable Deposit-** A non-refundable deposit of 20% is required for all chassis kit, motor and bike kit orders. This deposit must be paid in the form of a cashiers check, bank check, certified check or money order. The remaining balance due must be paid by cashiers check, bank check, certified check, money order, Visa, Mastercard, American Express or Discover card prior to shipping. This deposit will not be refunded if order is cancelled, refused or if parts are returned to us for any reason.
- Warranty-** Zoom Cycle LLC warranties parts to be free from defects in workmanship and materials for 90 days from original date of purchase. This does not include parts which have been modified, reworked, improperly installed or used for racing and/or competition purposes. Zoom Cycle LLC reserves the right to pro-rate credit for warranty returns. Zoom Cycle LLC will not be liable for installation or removal of warranted parts or incidental or consequential damage caused by warranted parts.
- Discrepancies-** Any shortages or discrepancies must be reported to Zoom Cycle LLC within 24 business hours of receipt of your order.
- Damage-** Any parts that are received damaged either due to packaging or carrier damage must be reported to Zoom Cycle LLC within 24 business hours of receipt of your order. For carrier damage, please make a notation on the delivering carriers receipt.
- Backorders-** Items which are on backorder will not be shipped without customer approval at the time parts are back in stock. You will be notified by Zoom Cycle LLC when the parts are available.
- Refused Orders-** Any order refused at time of delivery will be subject to a 20% restocking charge and may result in denial of future orders.
- Payment-** Zoom Cycle LLC accepts Visa, Mastercard, American Express, Discover, money orders, bank checks, cashiers checks and certified checks. Anyone issuing a check that is returned unpaid will be liable for the face amount of the check, all charges & fees incurred by Zoom Cycle LLC in processing the check and an additional \$20.00 service charge. No refunds will be issued under \$2.00 for overpayment of orders.
- Hours of Operation-** Zoom Cycle, LLC associates are available Monday through Friday from 9:00 a.m. to 8:00 p.m. and Saturday from 9:00 a.m. to 7:00 p.m. Eastern Time.
- Shipments-** Most orders are shipped within 24 business hours. Delivery signature may be required.