



KING SHOCK SERVICE AUSTRALIA PTY LTD

KSA TERMS AND CONDITIONS

When paying an invoice issued to you by KSA, you are accepting you have read and understand our terms and conditions outlined in this document and outlined on your invoice's.

Please Note:

1. Terms – All accounts are paid by credit card or bank transfer up front before orders are ordered/shipped with remittance as proof or when money clears.
 2. Warranty – Only shocks installed at an approved distribution outlet will have warranty (warranty details depending on shock absorber type). KSA does not cover fitting and or labour costs at any time with regards to warranty claims/faulty and or incorrect equipment.
 3. Returns – no returns available to a customer on dispatched goods. Non-dispatched goods that are requested to be returned or cancelled will come with a 25% re stocking fee to the customer.
 4. Custom – No returns on custom goods. Custom shocks require a mandatory liability form to be filled out before order. Custom shocks in length, fitment, height lift etc are ordered on a case by case bases. These will incur a custom fee as well as a nonnegotiable liability waiver will need to be signed and returned.
 5. Freight – KSA or any of its distributors are not liable for freight costs on any goods once they have been dispatched from respective workshops. No freight costs are covered for warranty to and from KSA or its distributors at any time.
- All customers have the option to arrange their own shipping of goods. When choosing to have KSA organise shipping of goods you accept that KSA holds no liability for goods once they have been dispatched from our shop. We have no insurance for goods once they have been dispatched from our premises.
6. Stock Availability and Lead time – All orders are subject to stock in the USA and lead times can vary depending on this.
 7. All KSA prices are subject to change at any time as the fluctuating USD, shipping costs and other factors are all taken into consideration.
 8. Credit Card Fees – All orders paid by credit card will incur 1.5% credit card fee.
 9. All OEM kits have been fitted to standard vehicles. Any modification/accessory fitted to the vehicle may impede the direct fitment of our OEM kit. KSA holds no responsibility for fitment issues encountered due to aftermarket accessories.