

## **CHIP IT END USER TERMS AND CONDITIONS OF SALE AND WARRANTY**

1. Warranty exists for the items supplied by CHIP IT only and is subject to the Conditions listed below.
2. The customer's insurance company should be notified of any modification done to the vehicle.
3. Customers should also check the vehicles warranty agreement terms and conditions before fitting any equipment to a vehicle to see how the item will affect their warranty.
4. Any Kit/s, part/s sold or supplied are on the understanding that CHIP IT Australia Pty Ltd (hereby known as Chip It) does not warrant the engine or drive-train.
5. CHIP IT does not take any responsibility whatsoever for any damage or injury caused through, fitting or incorrect fitting, use or misuse, installing or removing of any parts of the equipment supplied.
6. CHIP IT can provide, at an extra cost, a 3<sup>rd</sup> Party Engine Warranty for up to \$5,000 engine coverage. This 3<sup>rd</sup> party Engine Warranty can be supplied through CHIP IT, installed by CHIP IT by fitted by an Authorised Installers and only when a) the stated Engine Warranty is entered into and paid for by the customer as noted on the order form, b) warranty form is confirmed by the directors of CHIP IT and c) when warranty is taken out before customer drives the vehicle.
7. No further verbal or other written warranty exist other than what is stated within this agreement.
8. All customers agree to these terms and conditions before fitting any part/s or kit/s supplied and to have the vehicle tested for safety.
9. It is a legal requirement for CHIP IT to inform its customers that this modification is for racing or off-road use only and hat use on road is not allowed in some states or territories.

### **Returns and Guarantee Conditions General Products**

1. Any item(s) or part(s) marked with (No Warranty) have no Warranty and are non returnable. All other parts are covered by manufacture's guarantee of 12 months & subject to the following conditions set out below and in the TERMS AND CONDITIONS Policy which is available on request from CHIP IT or available on the chipit.com.au website.
2. This guarantee does not cover damage caused by incorrect fitting or use, accidental damage, modifications in any way or opening of unit.
3. All faulty item(s) or part(s) must be returned to CHIP IT for inspection to determine if fault is covered under the Manufacture's Guarantee Terms & Conditions, No replacement item/s will be sent out prior to inspection. Item/s will be repaired or replaced only if covered by the Manufacturer's Warranty Terms & Conditions, all carriage charges are payable by the customer.
4. No goods can be returned for credit without a Return Authorisation (RA) from CHIP IT & then the item(s) or part(s) must be returned within 7 working days of purchase whereby a restocking fee of 20% will be deducted from the total. Postage/delivery charges are Non Refundable. No item(s) or part(s) will be accepted for a refund unless it remains unused & in its original unopened packaging. Any used or damaged item/s will not be accepted. At CHIP ITs sole discretion any opened item(s) or part(s) boxes **MAY** be accepted for refund pending a 25% restocking and packaging fee.
5. Any item missing or damaged in delivery must be claimed within 3 days of receiving the order. After 3 days no claim will be valid or accepted.
6. No item(s) or part(s) can be returned, exchanged or replaced under manufacture's guarantee without proof of the original invoice or sales receipt.
7. Should any part of the kit fail due to poor workmanship or non standard operating conditions or environment no parts or labour will be guaranteed.

### **Returns and Guarantee Conditions Covering Performance Modules**

1. All PC Boards are covered by a Parts Warranty for 5 years and are subject to the same Terms and Conditions as prescribed above under **Returns and Guarantee Conditions General Products**.
2. Harness', plugs and connectors are specifically covered for 12 months.
3. The 30 Day Money Back guarantee applies where the Module fails to perform as prescribes by Chip It and does NOT apply if a customer changes his or her mind or other.
4. All return conditions are subject to the same Terms and Conditions as prescribed above under **Returns and Guarantee Conditions General Products**.
5. If Chip It agree to restock an Item a Restocking Fee of 20% will apply