



## ORDERING INFO v7.0

### Returns Policy

We are committed to providing the best customer satisfaction possible and all items sold by MSS are warranted to be free from defects in material and workmanship prior to installation. We also hand check all orders before they are dispatched to ensure they are to the highest standard.

However, we will happily honour any warranty claims for any defective item and the following forms the basis of our returns policy which you must read carefully.

- Any alteration, racing, or improper use will void this warranty.
- Warranty is limited to the repair, replacement or credit of the defective product(s).
- The determination of all warranty claims will be at the sole discretion of MSS.
- Each claim must be supported by proof of purchase and provide the date of purchase.
- Each faulty / defective part must be returned in full before a warranty claim will be assessed.
- Warranty will be invalid if the fault is found to have been caused by customers abuse, negligence or mishandling.
- Warranty does not cover any direct or indirect costs, such as labour or damages, arising from the use of our products or parts.
- We reserve the right to charge a restocking fee of up to 25% of the order for the following:
  - *Unauthorised returned item(s)*
  - *Refused shipments*
  - *Items returned without the original packaging*
  - *Returned items that are damaged in shipment.*
- Within 10 working days of receipt of your order, you may return products that:
  - *Are in their original packaging*
  - *Have original manufacture information*
  - *Are not used, installed, modified or disassembled*
  - *Are not damaged due to incorrect installation*
  - *Do not have missing parts, hardware or instructions*
- The following are not returnable, except for warranty repair or replacement:
  - *Custom or special orders*

To make a warranty claim, visit <https://mss.company/refund-policy> and fully complete the form.

Once we have received your return, conducted an inspection of the returned part(s), and verified that your return meets the above guidelines, a replacement part(s) or a full refund, as appropriate, will be issued. All applicable sales taxes will be refunded. Shipping charges are non-refundable.

### PRICES



All prices shown are in UK Pounds (Sterling) currency. While we do our best to keep all prices accurate and inventory levels up to date, all prices listed are subject to change without prior notice.

### **VAT ON SALES**

All orders shipped to a European address are subject to the current UK VAT rate for goods and shipping. Orders shipping to an address outside Europe are currently not subjected to UK VAT.

### **SHIPPING POLICY**

MSS reserves the right to change the method of shipping suited to the product(s) ordered and the destination of the package(s). Credit Card Orders will not be shipped until all information are verified and matched.

All other orders will not be shipped until payment has been received in full. International tariffs, duties, brokerage fees, and taxes are the sole responsibility of the customer.

### **SHORTAGES & DAMAGES**

All claims for error or damages must be made within 5 working days of receipt date. All claims for damaged product must be made with the shipping carrier. Do not use or install the product until inspected by the shipping carrier.

Please keep all shipping packaging materials for carrier inspection. MSS cannot initiate any claims with the carrier.

### **WARRANTY**

Warranty is limited to our MSS branded products and not associated parts for which our parts may function with as a 'whole system'.

Warranty period for our products is as follows...;

- MSS products come with Lifetime replacement warranty (*excludes spanner kit and rubber slip mats*).

### **NOTE\*:**

Limited means the faulty part may be repaired, replaced or a credit issued in the event of a claim.

### **RETURNS PROCEDURE**

- I. Log on to <https://mss.company/refund-policy> and fully complete the form.
- II. Returns must be sent insured and All shipping and handling charges are not refundable.
- III. A copy of your invoice showing the invoice number must accompany your return along with a written explanation and a contact telephone number where we may be able to reach you.
- IV. A refund or exchange will not be considered until all relevant items, hardware, and accessories sent have been returned to MSS at our office address which can be found on our contact page - <https://mss.company/contact>.
- V. Once we have received your return, conducted an inspection of the returned part(s), and verified that your return meets the above guidelines, a replacement part(s) or a full refund, as appropriate, will be issued within 48-hours of receiving all items shipped.
- VI. All applicable sales taxes will be refunded.

### **ONLINE ORDERING HELP**



## **OUR SITE**

We have designed our site to make shopping easy and convenient. Our shopping cart feature allows you to easily add and remove products you wish to purchase. Simply proceed to our Checkout area to complete your purchase when you're ready. You will receive a confirmation email once you've submitted your order to keep for your records.

If you experience any problems or have questions on how our site works, please contact us at [sales@mss.company](mailto:sales@mss.company) and we will be happy to assist you with your purchase.

## **OUR RESELLERS SITE**

Our resellers own and manage their web sites and equally make shopping easy and convenient.

If you experience any problems or have questions on how our resellers site works, please contact them in the first place or us at [sales@mss.company](mailto:sales@mss.company) and we will be happy to assist you.

## **TECHNICAL SUPPORT**

If you need any technical assistance on products purchased from MSS or information regarding any orders, we will gladly help in any way we can.

- Email us at [info@mss.company](mailto:info@mss.company) (*we aim to respond within 24-hours*)
- Reach us through our Contact Us page at <https://mss.company/contact>

## **PRICES**

Prices of all products exclude shipping or handling charges (*unless otherwise noted*). All prices shown on our site are in UK Pounds (*Sterling*) currency. While we do our best to keep all prices accurate and inventory levels up to date, all prices listed are subject to change without prior notice.

## **METHOD OF PAYMENT**

All orders must be prepaid before we can ship. We do not offer Cash-On-Delivery (COD) or Billing Services. We accept the following forms of payment:

- Debit, Charge or Credit cards

## **INTERNATIONAL ORDERS**

We ship worldwide, and the shipping rates can be found on our Buy Online page – see <https://mss.company/shop>.

## **BACK-ORDER POLICY**

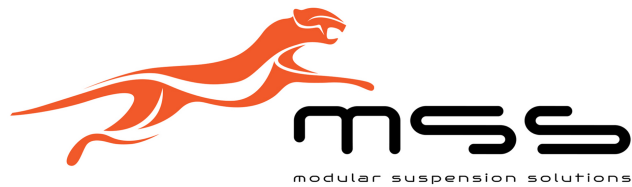
- a. If an item is not in stock, you may choose to place a back-order and we will ship the item as soon as it becomes available.
- b. All backorders must be pre-paid in full to be placed on order/backorder.
- c. If we experience a long delay, we will advise you of that fact and offer you alternative products in stock or due in to stock within a 14-day period.
- d. If you do not wish to wait for back ordered items, we will cancel your order upon receiving a request by email to [sales@mss.company](mailto:sales@mss.company) and issue a full refund on the same day.

## **AVAILABILITY OF PRODUCTS**

All items will be shipped according to availability. Every effort is made to hold stock for all products. For all time critical orders, we suggest you email us at [sales@mss.company](mailto:sales@mss.company) to verify availability.

If items are not readily available, we will try our best to expedite all orders as quickly as possible.

MSS will not be held responsible for long delays beyond our control.



### **LEGALITY OF PRODUCTS**

MSS offers own designed products to improve the appearance and performance of your vehicle. The rules and regulations regarding the use of some or all these items may vary from region to region around the globe.

MSS will not guarantee the legality of use or installation of any given part(s) in your region. We highly recommend that you check with your local law enforcement agency ahead of purchase. Violation of any laws may subject the owner and/or operator of the vehicle to a fine and/or penalty.

### **QUESTIONS, ISSUES, SUGGESTIONS?**

Contact us at [info@mss.company](mailto:info@mss.company) with any questions, issues or suggestions relating to Our Returns Policy.

MSS

<https://mss.company>