

# FuturisMoto Terms and Conditions

FuturisMoto stands by our parts and we do everything we can to take care of our customers. If you have any issues with your order or your parts, please let us know. By making your purchase you are agreeing to the terms and conditions stated below.

## **CANCELLATIONS:**

**By customer request:** Orders can be canceled by customers so long as they have not been shipped. You must send a cancellation request to [sales@futurismoto.com](mailto:sales@futurismoto.com) prior to receiving tracking information. Cancellation requests received after shipping information has been sent will not be canceled unless the shipment is pending pickup by the shipping carrier. Once the shipment has been picked up by the shipping carrier a return must be requested and processed in order to receive a refund. If a cancellation request is received after shipping information has been sent, no refund of shipping costs will be offered.

## **By FuturisMoto:**

- We reserve the right to refuse service (including the cancellation of an order) to anyone, at any time, for any reason. Refunds to an original payment method will be applied where applicable.
- We will cancel orders that are intended to be delivered to a shipment forwarding company, as well as hotels, motels, and other temporary locations. A full refund to the original payment method will be provided in this event.
- We reserve the right to deny any and all orders to anyone we believe are purchasing our products with the intention to resale as their own.

## **RETURNS AND EXCHANGES:**

We will accept returns up to 30 days after the date of purchase. Returns must be new, unused conditions. This includes NO marks in anodize from hardware installation. Returns must have all original packaging including any hardware and instruction sheets. Purchaser is responsible for

the return shipping costs. Original shipping costs will NOT be refunded. Any missing items must be reported within 30 days. There will be NO returns, lens exchanges, or missing item replacements outside of this 30 days window. There may be a restocking fee on certain items to cover the costs associated with processing the return. No returns of damaged or used items will be accepted. Returned items that are damaged or used will be returned to the purchaser. If a wrong item is received, we'll gladly rectify the issue at no cost to you. If any discount is received prior to purchase, the refund amount will be no more than the payment amount received. All exchanges will be a two part process: Return current item for refund and Purchasing new one in a separate order. Refunds may take 3-5 business days after return is accepted. For accepted returns:

- Your refunds will be based on the amount you paid for the returned item.
- If a discount was applied to your original order, this will be taken into account.
- If you paid for shipping on your original order, this expense will not be refunded to you.
- If you received free shipping on your original order, your refund will be lessened by the cost incurred by FuturisMoto to ship your item to you originally
- A restocking fee will be applied to your refund amount if one applies to your return.

## **WARRANTY:**

FuturisMoto warranties all of its items against manufacturer defects up to 6 months after the date of purchase. Please email [sales@futurismoto.com](mailto:sales@futurismoto.com) to get help with filing a warranty claim. If it's been determined to be a manufacturer defect, replacement parts will be shipped at our expense. If it's been determined to be caused by installation error or product modification (over tightening, severed wires, cut plugs, etc.) we will do our best to repair the item at cost to you. FuturisMoto does not express or imply any warranty for products made by another manufacturer.

## **DOMESTIC ORDERS:**

By making your purchase, you are agreeing to purchase postage through a third party shipping company that is in no way connected to FuturisMoto. The shipping time varies based on the shipping method selected at checkout. **FuturisMoto is not responsible for delays, lost packages, or shipping errors caused by any shipping carrier.** Once your order is shipped and tracking information has been provided, please contact the shipping provider if any issues arise. Futurismoto is not responsible for any lost packages due to incorrect addresses provided when submitting the order.

We will NOT refund any shipping costs once tracking information has been provided. FuturisMoto does not guarantee delivery time frames. If delivery was out of estimated time frame, or the package cannot be located, you must contact the shipping service for further information. It is the purchaser's responsibility to check the legality of these parts in your state. Please check your local DOT laws before purchasing. FuturisMoto accepts no liability for illegal use per your state laws.

## **INTERNATIONAL ORDERS:**

**FuturisMoto is NOT responsible for customs delays, carrier delays, or import fees. By placing your order you are accepting the risks associated with an international purchase. FuturisMoto highly recommends purchasing internationally shipping through DHL or UPS. Shipping insurance is available at additional cost, email [sales@futurismoto.com](mailto:sales@futurismoto.com) for additional details.** Delivery times are estimates only. DELAYS MAY OCCUR. FuturisMoto has no way of predicting or controlling delivery times. It is the purchaser's responsibility to look into possible causes of delays once the parts are in transit to you. We will NOT refund any shipping costs once tracking information has been provided. Please note that all charges are in US Dollars and conversion fees may apply. We are required by law to report accurate information on customs forms. **We will not mark the order as a "gift"**. It is your responsibility to check the legality of these parts based on your local laws. FuturisMoto accepts no liability for illegal use per your local laws.

Additional shipping and customs charges may apply for international orders. FuturisMoto has NO control over customs fees and is in no way responsible for these charges.

**NOTE:** ALL OF FUTURISMOTO LICENSE PLATE BRACKETS ARE DESIGNED FOR U.S. MOTORCYCLE LICENSE PLATE SIZE. ANY MODIFICATION TO THE LICENSE PLATE BRACKET TO ACCOMMODATE LARGER INTERNATIONAL PLATES ARE AT THE RISK OF THE PURCHASER. ANY DAMAGE RECEIVED DUE TO MODIFICATION OF THE PLATE BRACKET TO ACCOMMODATE THE LARGER PLATE IS AT THE RISK TO THE PURCHASER. ALTHOUGH MOST OF OUR PARTS WORK INTERNATIONALLY, IT IS YOUR RESPONSIBILITY TO ENSURE THESE PARTS WILL WORK WITH YOUR BIKE AND COMPLY WITH LOCAL LAWS. FUTURISMOTO WILL NOT BE RESPONSIBLE FOR SHIPPING OR CUSTOM CHARGES TO RETURN, REPLACE, OR EXCHANGE ITEMS PURCHASED THAT ARE NOT SPECIFIC TO YOUR BIKES MODEL.

## **FRAUD SCREENING:**

FuturisMoto reserves the right to hold and cancel an order if fraudulent payment activity is suspected. Any shipment delays resulting from a hold is not grounds for shipping refunds, additional return time, or any other credits or expectations. If your order is canceled, a full refund will be issued to your original payment method. FuturisMoto reserves the right to deny any and all orders we believe are purchased under the intention of retail as their own.

## **PRODUCTS ARE DESIGNED FOR STOCK MOTORCYCLES:**

FuturisMoto designs and verifies fitment of aftermarket parts for unmodified, stock motorcycles ONLY. Any motorcycle that has been modified and experiences installation, fitment, and/or product functionality issues related to modifications outside of the FuturisMoto component(s) will not qualify for warranty support.

## **PRODUCT LEGALITY FOR PUBLIC ROADWAY USE:**

Unless explicitly stated otherwise in a particular product's listing, products developed under the FuturisMoto brand are not legally certified for public roadway use and should be used in off-road conditions. Unless explicitly stated, products do not have DOT certifications, nor any other certificates for public roadway use (in the USA or internationally). Certain products may not comply with regulations and other laws beyond signaling, safety, visibility, etc. FuturisMoto is not responsible for any damages, tickets, or actions taken against you through the use of these products on regulated roadways. Products developed by other brands and sold on our store are not guaranteed for legality by FuturisMoto. The manufacturers of those products will specify whether or not their products comply with certain laws and regulations.