



## **Mast Motorsports Terms & Conditions**

**11/02/2020**

Mast Motorsports takes great pride in manufacturing and producing the highest quality performance parts. We are happy you chose or are considering choosing Mast Motorsports or Factory Mast for your engine and performance needs

**Satisfaction-** We will work hard to ensure you are 100% satisfied with your purchase so much as you have a direct line to our CEO should you have any concerns or comments about your experience at Mast. We are committed to our products and customer satisfaction.

- Jason Youd CEO – Mast Motorsports
- [Jason.Youd@MastMotorsports.com](mailto:Jason.Youd@MastMotorsports.com)
- 936-560-2218 Extension 1127

**Office Hours**                      **7am- 5pm CST**

**1-936-560-2218 (Toll Free 1.866.551.4916)**

**Order Email:**    [Orders@Mast.Team](mailto:Orders@Mast.Team)

**General Email:** [Info@MastMotorsports.com](mailto:Info@MastMotorsports.com)

### **Locations**

#### **Engineering & Manufacturing**

330 NW Stallings Drive  
Nacogdoches, Texas  
75964

#### **Warehousing**

3804 South Street  
Nacogdoches, Texas  
75964

### **Sales & Tech Support**

**Tom Parks- Sr Sales & Account Manager**

[Tom.Parks@MastMotorsports.com](mailto:Tom.Parks@MastMotorsports.com)

1-936-560-2218 Extension 1126

**Damon Sampson- Engine Group Lead**

[Damon@MastMotorsports.com](mailto:Damon@MastMotorsports.com)

1-936-560-2218 Extension 1121

### **Operations/Finance**

**Chris Durrett- CFO**

[Chris@MastMotorsports.com](mailto:Chris@MastMotorsports.com)

1-936-560-2218 Extension 1112

### **Limited Warranty**

Unless otherwise specified no warranty is expressed or otherwise implied for Mast Motorsports products. Due to the nature of motorsports and racing we do not offer a product warranty unless otherwise noted.

### **Component Workmanship limited Warranty**

Mast Motorsports offers a workmanship guarantee that applies to engines and components specifically manufactured by Mast Motorsports LLC. Whereas, Mast will fix, replace, or substitute components it expressly manufactures in case of workmanship flaws. This applies to Mast manufactured components for 6 months after sales invoice date. No refunds or exchanges on engines or components allowed. This limited warranty does NOT apply to components purchased from vendors or other manufacturers.

### **Engine Workmanship Limited Warranty**

Engines assembled, machined, & tested by Mast Motorsports are warranted against workmanship issues or failures for 12 months after final invoice date.

Any and all warranties are null and void if the engine is disassembled by personnel other than approved Mast Motorsports Technicians, prior to any warranty claim.

Due to the vast nature of components used, Mast cannot warrant component failures. Due to the nature of racing and competition use, this warranty does not apply to engines used in racing or competitive motorsports activities, or engines rated above 750 HP. The limited warranty only applies to engines completely assembled and dyno tested by Mast Motorsports. No warranty expressed or implied on partial engines, short blocks, or other partial assemblies of engine components.

**It is highly recommended that our customers use only Mast Motorsports Approved oil where applicable, failure to do so may void any and all warranties. Contact Mast for a list of approved oil.**

All Limited Warranties are non-transferable, without written approval by Mast Motorsports.

Any agreed upon warranty will be covered by replacement components or any combination of labor and components. No refunds will be given.

For warranty claims, customer must provide in writing, within 30 days of issue, a statement of the issue, supporting pictures of issue(s), original sales receipt, mileage of engine, proof of proper oil & oil changes.

Mast is not liable for any subsequent damages to property, equipment, or related hardware.

### **Payments, Invoicing, Surcharges**

Mast Motorsports works to provide only premium products and performance to our customers. Due to the nature of motorsports and lead time for custom engine parts, it is required to take deposits to kick engine builds off. Below is our payment schedule, and payment details

#### **400-750 HP**

- Naturally Aspirated
- 50% due at kick-off
- Remainder due 15 days after invoice
- FINAL INVOICE at the time of dyno testing

#### **750+ HP**

- Naturally Aspirated, Forced Induction
- 75% due at kick-off
- Remainder due 15 days after invoice
- FINAL INVOICE at the time of dyno testing

- Final Payment is due within 15 days of invoice, engines will only ship once payment is received.
- Late Payment greater than 30 days, will result in 5% surcharge of remaining amount due

### **STORAGE**

- Once engine is paid in full, we will store your engine for up to 30 days without storage fees.
- After 30 days, storage will be \$30/month.
- Completed engines that are stored for the customer, are to be paid in full within 30 days of invoice date without penalty.

### **ENGINE CANCELLATION POLICY**

- All deposits made for engine builds can be refunded 100% within 15 business days.
- Pro-Rated Deposit return. For any cancellation, the deposit will be refunded at a pro-rated return after 15 business days. The pro-rated deposit refund schedule will deduct \$150/day after initial 15 day period from initial deposit

### **NONPAYMENT FORFEITURE**

Any completed engine and components for engine build not paid in full within 60 days of invoice will be forfeited to Mast Motorsports. This includes any and all deposits and customer supplied components. Mast motorsports reserves the right to sell the engine to recoup any monies owed for completed engine.

## **Shipping & Freight**

### **CHECK FOR DAMAGE WHEN YOU GET YOUR PARTS!!**

You just received awesome stuff from Mast, we thank you! Please check for damage WHEN YOU GET YOUR PACKAGE! We work hard to protect our products for shipment, shipping companies have a lot of ain't care.

Mast Motorsports ships with various carriers. When shipping packages under 100 lbs – Mast uses UPS & FED EX, Mast insures packages for any losses or damage to due to shipping company errors. All packages should be reviewed for damage and reported immediately to Mast Motorsports. If damage is not reported to Mast for any claims within 7 days of receipt, Mast is not responsible for carrier insurance claims for loss or damage.

Mast cannot guarantee shipping carrier insurance claims, but will work diligently to pursue claims for loss or damage for the customer.

Engine shipments are shipped using common carrier freight. All freight shipments are insured for damages. All damages must be reported within 3 days of receipt of freight shipment.

Engine Crating and Packaging. All engines are shipped with a steel re-useable engine cradle, and custom crate to protect from damage.

**Engine Flat Rate Shipping.** All shipments to the continental USA will be \$550 which includes freight shipping, crating, initial oil change kit, and engine cradle. If you require lift gate at your receiving location an additional fee of \$150 applies.

International shipping, the customer is responsible for any additional fees, tariffs, duties, fines related to international shipping

## **Returns & Refunds**

Mast will accept returns of components and items within 30 days of purchase. Customer must call & request RMA number prior to returning parts. Mast will review returned merchandise and credit customer where applicable within 30 days of receipt of return.

No Returns or Refunds are accepted for engines