

Trading Terms & Conditions

Trading Hours:

Monday to Friday from 8.30 am - 5 pm PST

Return Policy:

Other than warranty returns, **new-in-box** items may be returned or exchanged up to 30 days from date of invoice date, excluding custom ordered products, which **MAY NOT BE RETURNED**. Items that have been installed on a vehicle or which for other reasons cannot be resold as new cannot be returned. All returns are subject to a 20% restocking fee and must include a receipt and factory packaging. Return shipping and insurance is the responsibility of the customer.

Make A Return:

If you need to return a part, please email us using sales@turbosmartusa.com to obtain a Return Merchandise Number (RMA). Once you receive this number send the Returned products, accompanied with a copy of the original receipt/invoice to show valid proof of purchase from Turbosmart USA.

Backorders:

We try to stock all the parts we manufacture, but sometimes there are backorders from head office in Australia. If we are unable to fill the entire order a Turbosmart Sales Rep will contact you.

Damaged Shipment:

In the rare case your purchase arrives damaged, please call or email us within 24 hours. We will file an insurance claim with the carrier, and ship a non-damaged item.

Pricing:

All Pricing is subject to change at any time. All customer credit cards will be billed as Turbosmart USA.

Payment Options:

We accept most major credit cards, direct payments to our bank account and company checks.

Bank Details: Citi Bank
Account Name: Turbosmart USA
Account Number: Acct #201777141
Routing Number: 322 271 724
Swift Code: CITIUS33

Order Acceptance:

The receipt of an order number or an email order confirmation does not constitute the acceptance of an order or a confirmation of an offer to sell. Turbosmart USA reserves the right, without prior notification, to limit the order quantity on any item and/or to refuse service to any customer. Verification of information may be required prior to the acceptance of any order. Prices and availability of products are subject to change without notice. Errors will be corrected when discovered, and Turbosmart USA reserves the right to revoke any stated offer and to correct any errors, inaccuracies, or omissions (including after an order has been submitted).

Laws and rules:

Turbosmart USA parts are intended for off road use only. As with any racing activity, there are risks associated with performance modifications. All installations are at the customers own risk. Turbosmart USA holds no responsibility either implied or otherwise for mechanical, electrical or other failure when using after market performance products. Some items listed are legal in California only for racing vehicles which may never be used upon a highway. All parts sold by Turbosmart USA are sold on an as is basis, the only warranties applying to these parts are those that are offered by Turbosmart USA as a limited warranty. Turbosmart USA hereby expressly disclaims all warranties either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes, nor authorizes any other person(s) to assume for it any liability in connection with the sale of these parts. The buyer shall not be entitled to recover from Turbosmart USA any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, loss of income, or any other incidental damages. Please check your local laws and research the parts you wish to purchase to insure they are the correct items you want to purchase.