

# **MCA SUSPENSION RETURNS POLICY**

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Our returns policy is in addition to your rights under the Australian Consumer Law because we want you to be happy with your purchase. Please read the following carefully to ensure you are fully aware of your rights under this policy and our obligations to you.

## **WHAT can be returned?**

MCA Suspension will accept product returns and provide you with an exchange voucher, refund or repair where:

- The product is faulty or is not of acceptable quality or re-sellable condition
- The product is not fit for its intended purpose
- The product is not what you ordered
- If these requirements are not satisfied, MCA Suspension reserves the right not to offer a refund.

## **CHANGE of mind?**

MCA Suspension reserves the right not to offer a refund for change of mind returns.

## **WHEN do items need to be returned by?**

Customers have 7 days from the day they receive their order to lodge a "request for return" with MCA Suspension.

## **WHERE do items need to be returned to?**

Once "request for return" has been approved by MCA Suspension, customers will be provided with a label via email to have the goods returned to 2A/229 Robinson Road East, Geebung QLD 4034

## **HOW do customers return items?**

All returns must be in the original packaging as supplied by MCA Suspension unless discussed otherwise.

## **SHIPPING for returns?**

All return shipping costs are to be paid by the customers. However, in the event that an incorrect item has been sent by MCA Suspension, the return shipping costs will be covered.

For customer who purchase using the PayPal payment gateway, you may be eligible for shipping return compensation with PayPal. Please visit PayPal website for more info: <https://www.paypal.com/au/webapps/mpp/returns>

## **CREDIT for returns?**

Customers will be credited through the original gateway purchase method.

## **Instore return option?**

Customers are more than welcome to return items in person providing that the "request for return" has already been approved by MCA Suspension.

## **Damage Claims:**

All merchandise is packed carefully and correctly before it leaves MCA Suspension.

All claims for damage or loss to your shipment must be made with the carrier within 48 hours. Damaged shipment should be checked in the presence of the carrier if/when possible. Please keep all shipment cartons and packing material for carrier inspection.

MCA Suspension may lodge an enquiry with the carrier dependant on the extent of the issue.

Claims for shortage of items must be made within 48 hours of receiving the order.

Extra shipping insurance will not be chosen.

## **Warranty Claims:**

Our suspension come with a 2 year warranty unless stated otherwise. If there is a fault, damage or failure of the products, MCA Suspension must be notified via email, phone or web enquiry within the time specified (2 years).

If provided with a replacement, the faulty suspension must be returned to MCA Suspension after a swap-over is completed.

MCA Suspension cannot be held accountable for any additional costs involved outside the original purchase. This includes, but not limited to loss of income, additional transport costs or any other costs directly/indirectly associated with the original purchase.

MCA Suspension may cover labour costs if the work is carried out by a recommended workshop or discussed otherwise with MCA Suspension.

### **Any item installed incorrectly will NOT be covered by warranty**

\*\*\*\* We are not responsible for any damage(s) or incident(s) on your car or vehicle BY MISUSAGE OF THE PRODUCT OR AT A RESULT OF AN ACCIDENT\*\*\*\*

By purchasing from MCA Suspension you agree to the Return Policy outlined above.

## **Delivery Policy:**

Processing times on all orders will be 1-3 business days. The build can take 1-2 weeks.

Special Order items may take up to 3 weeks (maybe longer) depending on special parts availability.

Standard shipping times will be 1-6 business days after product dispatch. MCA Suspension supply a tracking number via email upon dispatch.

**Please note: MCA Suspension has no control over courier company delivery times.**

# **MCA SUSPENSION PRIVACY POLICY**

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This privacy policy sets out how we use and protect any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

## **What we collect**

We may collect the following information:

- name
- contact information including email address and delivery address
- vehicle information including make, model, intended use and mods

## **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping
- We may use the information to suggest a particular setup
- From time to time, we may also use your information to contact you for research purposes. We may contact you by email, phone, fax or mail.

## **Security**

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible. We will promptly correct any information found to be incorrect.

# MCA SUSPENSION TERMS & CONDITIONS

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Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- We do not provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of Australia.