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Warranty Policy

For all warranty claims, it is strongly suggested to contact MCA Suspension directly rather than the business you bought our products through even if it wasn't MCA Suspension directly.

Our Blue Series, Essential Series, Performance Series, Ultimate Series, Prime Series and Red Series products are backed by a 2 year warranty which covers all bushes, bearings, rubbers and seals.

Noises in general are not covered under warranty, unless MCA Suspension determines them to be caused by problems with the parts that are covered under warranty.

In the cases where the noises are not determined to be caused by a problem with a warranty related part and are caused by an insignificant imperfection in the general operation of the damper, the noise is not covered under warranty, although we at MCA Suspension do wish you to have a pleasurable experience with our products and so will decide on a case by case scenario what we are able to do to help fix the noises you might be hearing.

In the case that there is a warranty claim, MCA Suspension will decide on a case by case scenario the best method to fix the problem as quickly and conveniently as possible. If this means a replacement damper is sent out to the customer, the replaced damper and parts must be packaged up and sent back to MCA Suspension, they cannot be kept and/or re-sold. Once the replaced damper and/or parts are packaged up, contact MCA Suspension and a freight booking will be made at our cost and a label emailed to you to stick onto the package.

The warranty period is 2 years from the date that the suspension was sent from MCA Suspension. It is linked to the suspension and not to the customers specifically so if the car or suspension is sold, the warranty period is still the same.

Returns / Refunds Policy

Due to our products being assembled to order, there are no return options available. If you believe you have some unique circumstances that do warrant special consideration, you're welcome to request a return and we will decide based on a case by case scenario.

In the rare occasion that a return is approved, it is unlikely that the full amount would be refunded, there would be a certain amount kept to help cover labour costs of the custom assembled to order product. Usually around \$400, but will depend on the specifics of the situation.

The returned products must be received by MCA Suspension before the agreed refund amount will be transferred.

Cancelled Orders Policy

It is our policy that if you have selected bank transfer or paypal on the order form then your order is confirmed. However we will not start the order until payment is made, except for in special circumstances where required deadlines don't allow time for payment to be received and checked.

If you wish to cancel an order for which assembly hasn't already commenced or been completed, you will incur a \$100 Administration Fee for which you will be invoiced separately.

If the product has been paid for and the suspension assembly has started or been completed, or for special circumstances regarding deadlines and assembly has started or been completed without payment made, and you wish to cancel the order, you will be charged a \$400 stocking fee to help cover some labour costs as well as any changes we may need to make to the set to suit the next similar order. We do not keep stock, all products are assembled to order.

PLEASE NOTE: Red Series and Street Ultimate Series orders cannot be cancelled if assembly has already started or they have been completed. This is due to the custom valving.

If you have any questions regarding these policies or wish to discuss returns, refunds or cancellations, please contact us at sales@mcasuspension.com. If you are having issues with your suspension regarding a potential warranty claim, please contact us at warranty@mcasuspension.com.

Regards
Josh Coote
MCA Suspension Director