



## **KS OVERLAND EVOLUTION CORP - REFUNDS & RETURNS POLICY**

We hope you love what you ordered. But if for any reason you are not completely satisfied with your purchase please read our return policy.

- We will give you a 30 day money-back guarantee from the time you receive the goods.
- If you are returning merchandise after 31 days, a 35% restock fee will apply and store credit will be issued for the balance.
- Please email us at: [info@ksoverlandevolution.com](mailto:info@ksoverlandevolution.com) if you are not satisfied with your purchase so that we can resolve any problems.
- All postage and insurance costs must be paid by the buyer. Credit will be issued for the item(s) being returned. We do not refund the original shipping charges.
- If your shipment was delivered to you and is damaged, please call the carrier who delivered it and report the damage. Once the carrier has been contacted, please contact us at [info@ksoverlandevolution.com](mailto:info@ksoverlandevolution.com) for further assistance.
- You assume any risk of lost, theft or damaged goods during transit & therefore advise you take out shipment registration of insurance with your postal carrier. KS Overland Evolution will not be responsible for parcels lost or damaged in transit if you choose not to insure.
- All products must be returned in their original condition, with all original packaging and documents. Please note that we do not pay the shipping charges involved in returning goods.
- This refund policy does not apply to merchandise which have been worn or used, damaged after delivery, or if any attempt has been made to alter the product or if they have been dropped or broken. We will not accept returned parts that have been installed, disassembled, drilled, welded, cut, painted, or modified in anyway.
- This refund policy will not cover: paint damage, including but not limited to chips, scratches, dents, or dings caused by normal or abnormal use or weather, including but not limited to stones, rocks, bird droppings, tree sap, wind, or hail.
- KS Overland Evolution will not accept partially returned items; if you are returning a kit, ensure all kit components are included. Otherwise, no refund can be dispensed.
- Please ensure that any return items are packaged securely. KS Overland Evolution will not be responsible for damages obtained in transit. Please avoid from using duct or electrical tape.
- KS Overland Evolution reserves the right to refuse any return of any part that, in our opinion, was used, installed, handled, packaged or shipped improperly by the customer will not be eligible for exchange, refund, or warranty.

- KS Overland Evolution reserves the right to refuse any shipments where the shipping charges, duties, customs etc. are not prepaid.
- KS Overland Evolution will refund your payment the same way you paid.
- If your order included any special offer, free parts, gift cards, etc. they must also be returned (with full value, in the case of gift cards) along with the main product return. Otherwise, the full value of said items may be deducted from your refund.

## **KS OVERLAND EVOLUTION CORP - WARRANTY**

Most of our products are covered by Manufacturer's Warranty and cover the merchandise for a certain period of time after your purchase.

We act as the agent between you the customer, and the manufacturer.

If your product fails after 30 days, please contact us and we will assist you in submitting a claim to the manufacturer. To see if your product is still under warranty please contact us at [info@ksoverlandevolution.com](mailto:info@ksoverlandevolution.com).

What is covered:

1. Replacement or repair on any damaged product during shipping. We will not be responsible for lost, replacement, repair or any damaged in transit if you choose not to insure.
2. Replacement or repair on any manufacturing faults

Criteria for warranty:

1. You must show proof of purchase of the item and within the warranty period for that product as stated on the purchase invoice.
2. The product must have been fitted in accordance with manufacturer fitting instructions and information.
3. Have carried out normal maintenance and care for the product
4. Used in accordance for it's intended purpose
5. Expenses incurred by the customer in claiming the warranty are to be borne by the customer.

Warranty will not apply when the following takes place:

1. Unusual, improper or negligent use or misuse of the product purchased.
2. Incorrect fitting of the product.
3. The use of non genuine products and sub components on manufacturer components.
4. Use on vehicles not specified or modified from the original intent of the vehicle.
5. Overloading the product passed it's suggested use.
6. Damage caused in racing or competitions.