

Refunds & Return Policy

We strive to ensure that your experience with CNJ Motorsport is positive shopping experience, and that you walk away totally satisfied with our products and services. However, there may be times when you need to return a product purchased from our workshop, or online store. Our Returns Policy is designed to assist you in returning your product.

We would like to remind you that the benefits given by our Returns Policy are in addition to other rights and remedies you may have under Australian Consumer law.

When to return a Product

We may offer you a replacement, credit or refund where products have a major failure, such as:

- When they are faulty
- Wrongly described
- Not fit for purpose
- Different from a sample shown to you.

Obtaining a Return Number

We require that you obtain a Return Authorisation before returning the product, and attach it to the goods you are returning. This assists us in tracking the return. In order to get a Return Authorisation number you will need to contact us:

Contact us on (07) 3290 3966 between the hours of 7:30am and 4:30pm (AEST) Monday to Friday, or email us on sales@cnjmotorsport.com.au

In order to issue you with a return number we will require the following information from you:

- Your invoice number (if you do not have an invoice you will need to provide proof of purchase via a bank statement or similar)
- Date of Purchase
- Your Name
- Telephone number
- Valid Reason for returning the product.
- Should a refund be approved and the original purchase was made with a credit/debit card, it is required that the refund be processed on the original debit/credit card, for that reason we will require those credit card details.
- It is required that the product be returned in the same condition as it was when purchased (including fitting instructions, accessories and undamaged packaging).

Once we have the return document details, and we have approved the return, products should be returned to CNJ Motorsport, 102 Kingston Road, Underwood, Queensland, 4119, Australia.

Please do not send stock without a Return Authorisation, as it will not be processed, and will be returned back to you, marked as sender to pay.

How long do I have to submit a Warranty Claim?

You can have peace of mind knowing that CNJ Motorsport will guarantee any product found to be faulty in workmanship, or materials, within six (6) months from purchase date, or 10,000km, whichever occurs first. The warranty does not extend to faults or failures caused by ordinary wear and tear, misuse, use of the product for any form of Motorsport or Speed Trial, incorrect fitting, use of incorrect or defective associated component parts, installation or use outside of the manufacturer's guidelines, accident damage or impact which may have damaged the product, being dismantled or modified, or any cause not related to a defect in design or manufacturing. Transportation and or freight will be at the customer's own expense, unless otherwise agreed. Warranties for workmanship, and or Automotive Parts, are not transferrable upon sale of a motor vehicle. CNJ Motorsport will honour manufacturer's warranty on any part sold through CNJ Motorsport, unless expressly stated otherwise.

However, notwithstanding and in addition to the above, Consumer guarantees under the Australian Consumer Law and New Zealand Consumer Law are not limited by a defined time period, and can vary from product to product, depending on factors such as the nature of goods, price and statements made on packaging and product labels. We will assist you with further information about the warranty period for the product you return.

Expenses

Any expenses relating to the return of your product to CNJ Motorsport is the responsibility of the customer. And if deemed necessary, CNJ Motorsport reserves the right to charge a handling fee of at least 10% to the value of the returned goods.

Assessing your Return

Product Assessment: We may need to conduct an assessment of your product to determine whether a repair, replacement or refund is appropriate. Certain products may need to be sent to the manufacturer for assessment.

Returning Online or Drop Ship purchases.

In Person: Return Online or Drop Ship purchases to CNJ Motorsport, 102 Kingston Road, Underwood, Queensland, 4119, Australia.

By Post or Courier: Liaise with our Customer Service Staff first to obtain a Return Number, then product may be returned to CNJ Motorsport, 102 Kingston Road, Underwood, Queensland, 4119, Australia.

Phone: (07) 3290 3966

Email: sales@cnjmotorsport.com.au

Between the hours of 7:30am and 4:30pm (AEST) Monday to Friday.

Exclusions

In some cases, a refund, replacement, or repair may not be offered if you:

- Modify or dismantle the product
- Misuse the product, contrary to manufacturer's instructions or packaging labels
- Simply change your mind
- Damage the product due to ordinary wear and tear
- Use the product for any form of Motorsport or Speed Trial
- Incorrectly fit the product
- Utilise incorrect or defective associated component parts
- Install the product, or use outside of the manufacturer's guidelines
- Damage the product in an accident or impact
- Find damage not related to a defect in design or manufacturing.

Certain products are excluded under our Returns Policy unless they are faulty, these include:

- Products ordered in at your request/Special Orders/Non-Stock Items.

Your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement, or refund for a major failure, and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired, or replaced if the goods fail to be of acceptable quality, and the failure does not amount to a major failure.

Dispute Escalation

If you feel that your rights under Consumer Law, or our Returns Policy have not been met, please forward your concerns in writing to:

Dispute Resolution Officer

CNJ Motorsport
102 Kingston Road
Underwood, Qld, 4119, Australia.