

## **Important information regarding our Returns Policy.**

SMK tuning do not accept returns/refunds if the customer has not informed us about a problem, within 5 working days of the goods received (\*Damage during delivery please see below).

\*All our customers who receive any broken/scratched items must inform us the same day or day after receiving items. (Please inspect the contents of your order before signing for the delivery please).

- Before we can commence refunds or returns due to damage or non-fitting, you will need to supply pictures of the damaged or fitting issue. This does not cover fitting mistakes made by the customer. Please be advised that we only accept photo documentation sent by email to: [shop@smk-tuning.com](mailto:shop@smk-tuning.com)

- We are happy to send a replacement only after we have received the delivery confirmation from the courier. This normally takes 3-5 working days after claim is filed.

- Refunds are not possible if you have purchased a part for a different car model than the advertised description. You are advised to contact SMK before purchasing if you have any questions regarding the suitability of the part you intend to purchase.

### **Additional Information:**

- SMK advise all customers to use a professional installation service for quality fitting of all our parts.

- SMK do not provide any additional fixtures or fittings.

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