



VF-ENGINEERING TERMS AND CONDITIONS OF BUSINESS

01-12-04

GENERAL

Business hours are Monday-Friday from 9am to 5pm (PST). VF-Engineering is closed Saturdays, Sundays, and all US public holidays. Street superchargers systems are designed for "stock" vehicles only. Modified vehicles may require additional fuel, ignition, computer tuning, fabrication, and/or technical support which is not included. All current street supercharging systems are not CARB approved, unless otherwise noted.

STAGED POWER UPGRADE POLICY

When upgrading to the next stage of power for your supercharger kit, the supercharger pulley must be replaced with a smaller pulley supplied in the upgrade kit. All supercharger pulleys are security sealed to the supercharger input shaft. By changing the pulley yourself your product warranty is limited to 1 year from date of purchase only. If you have chosen the 3 year warranty upgrade, you will need to send your supercharger unit to Vortech Engineering with a Return Authorization (RA) number only for the pulley change and security seal to be re-applied at the factory and for your 3 year warranty to remain valid. Please advise your VF-Engineering product vendor who will provide you with an RA#. The customer is responsible for shipping cost to Vortech Engineering. Vortech Engineering is not responsible for units returned without an RA#.

GENERAL SHIPPING POLICY

Every attempt will be made to ship confirmed orders within three business days of receipt. All products are FOB VF-Engineering, Anaheim, CA. Standard method of shipment is UPS Ground. Customers are responsible for all freight charges on all merchandise returned because of a refused or missed shipment. We cannot guarantee ship times and delivery timing is not of the essence.

BACK ORDERS

All back orders will be held and shipped when available unless otherwise specified. If VF-Engineering experiences a long delay (30 days or more), customers will be notified prior to shipment.

CLAIMS

Inspect all merchandise immediately upon receipt. Carefully check to make sure that the part numbers, style, size, etc., conforms with your original order. All goods are considered delivered to the purchaser when placed in the hands of the Carrier and to the Purchaser. Any claim for loss or damage must be made with the Carrier. Shortages: all claims for shipment shortages or errors must be made in writing within 20 business days of shipment by VF-Engineering. Claims should include a short description and supporting documentation. Damaged Merchandise: all merchandise is inspected thoroughly before shipment. Should any product arrive damaged, hold the original carton, all packing material and the damaged part and contact the carrier to file a claim. Do not refuse shipment.

RETURNS

All returns must be authorized and accompanied by a Return Authorization (RA) number, freight prepaid. No COD Freight Collect Returns will be accepted. All returned goods will be subject to a restocking fee up to 20%. Discontinued, damaged, and special order items are not returnable. All returned products must be in "like new" condition. Credit will be issued after inspection by VF-Engineering. Please make the return within 15 days of receipt of a Return Authorization number and enclose a copy of the original invoice and a brief explanation of the reason for return.

Call VF-Engineering at (714) 528-0066, asking for the Service Department to obtain your RA number and have a copy of the original invoice on which the product was purchased from VF-Engineering.

REFUSED/MISSED SHIPMENTS

Refused or missed shipments returned to VF-Engineering do not constitute a right to a refund, credit, or deduction from outstanding amounts due. The customer will be responsible for all freight charges and a restocking fee of 20%. Any customer wanting the products reshipped must prepay the invoice plus additional charges.

WARRANTY CLAIM PROCEDURE

If a VF-Engineering product is within the [warranty](#) period and you wish to make a claim, please follow the following procedure:

1. Call VF-Engineering at (714) 528-0066, asking for the Service Department and have the following information available:
 - Serial number of the supercharger (if applicable);
 - Copy of original invoice on which the product was purchased (must be dated and show retail store name);
 - Year, make, model, vehicle mileage, and engine specifications of the vehicle;
 - Number of miles on the VF-Engineering product;
 - Perceived problem
 - Service records should be available

2. VF-Engineering will then offer suggestions to help you in troubleshooting or will issue a return authorization (RA) number to return the product for warranty evaluation.

3. If You have been issued an RA number, you must "safety package" each product, which means you must place the product(s) within a shipping box strong enough to hold the weight of the product(s) and to maintain its shape during shipping with adequate packing material so that the product(s) will not hit other product(s), component(s), or the side of the box during shipping. You may want to use a professional shipping company. Clearly mark the RA number in large (approximately 2") alphanumeric characters in two locations on the outside of the box with a bold marker.

4. Include in the shipping box the following items:

- Serial number of the supercharger (if applicable);
- Copy of original invoice on which the product was purchased (must be dated and show retail store name);
- Year, make, model, vehicle mileage, and engine specifications of the vehicle;
- Number of miles on the VF-Engineering product;
- Perceived problem;
- A copy of the original Three Year Warranty Registration, if applicable;
- Return authorization number; and
- Name, Address, and phone number to which the product is to be shipped after inspection.
- Service records should be sent if asked.

5. Ship the properly safety packaged and marked box via United Parcel Service (800) 742-5877, www.ups.com, or other carrier, prepaid and insured for the retail value of the product being returned to: VF-ENGINEERING, Service Department, 1365 NORTH DYNAMICS STREET, ANAHEIM, CA 92806 RA number _____

If a VF-Engineering Limited Warranty applies, your product will be repaired or replaced at VF-Engineering's option and returned to you, freight prepaid (excluding any international taxes, tariffs, customs and/or duties, etc. which must be paid by you), via UPS ground service. If a VF-Engineering Limited Warranty does not apply, we will advise you of the specific reason for denial and explain to you the costs involved in repair or replacement of your product. After relaying this information we will, at your option, either proceed with the repairs as quoted or return your product(s) to you in the condition it/they are in at the time of inspection of the warranty evaluation by VF-Engineering. If the warranty does not apply and you do not want VF-Engineering to repair or replace your product, you will still be charged the disassembly and inspection charges for the product and the product will be returned UPS COD insured for the new retail replacement value. This means you must pay any disassembly and/or inspection charges, return shipping, and insurance charges to UPS before the box will be delivered back to you.

EXPORT ORDERS

Orders will be accepted from customers outside the United States. Payments must be made in United States currency or cashier's check drawn on a U.S. bank. Wire transfers will be accepted with prior arrangements only. Payments must be made in full and in advance of shipment. Additional costs incurred for special crating, shipping insurance, transport documents, customs, duties and taxes are to be paid by the customer.

TAXES

California Sales Tax will be added to all California sales unless the customer furnishes VF-Engineering with a valid Resale Permit number as issued by the California State Board of Equalization.