



# Standard Terms & Conditions

1. These terms & conditions are applicable for all products & services of Zedling Suspension.
2. Buyer & Zedling suspension shall be bound to below terms & conditions.
3. Henceforth Zedling Suspension can be referred as “Zedling Suspension” or “US” or “Ours” or “We”.
4. Zedling suspension sells its products & services directly without any third party.
5. Entering into a contract: Zedling Suspension shall sell & Buyer (Firm, person or company) shall purchase the product or service in accordance with a written quotation which is then ordered by the buyer in writing & order acceptance by us in writing.
6. Order processing: The buyer shall be responsible for providing the necessary information regarding the product requirements to enable us to process the order in agreed time.
7. Specifications: The specification of product or service in terms of performance & durability shall be as per the quotation submitted by us.
8. Shipping/Delivery/transportation of products: The delivery shall be “ex works” Zedling Suspension’s place of business. Buyer has the option to pick up products from our address or get it transported through a third party. Where Zedling suspension agrees to transport the products to buyers location a separate transportation cost shall be paid by the buyer. Zedling Suspension does not take any transportation risks. Though we put our best effort to ensure smooth transport of our products however any delay due to transporter is out of our scope of contract with buyer. We shall not be responsible for any kind of loss arising due to delay in transportation.
9. Cancellation of order: In case the buyer wants to cancel the order due to any reason, it can be done till the product is dispatched from Zedling Suspension. In such case the buyer shall send a written email to our official email address. After receipt of cancellation request from buyer, the order shall stand cancelled & advance booking amount if any shall be paid back to the buyer by us after deducting 20% of the product price.
10. Acceptance or return of delivered products: The buyer shall be deemed to have accepted the product/service as being in conformity with the quotation & shall be bound to pay unless written notice of defect is given within 3 days of delivery. In case of defect notice, buyer shall return the product by shipping/transporting it to Zedling suspension’s address. In case of return due to defect, the shipping cost shall be reimbursed by Zedling Suspension to the buyer.

11. Payment/price: The price shall be as per the quotation sent to buyer in writing or as per Zedling suspension's price list. All prices are valid for 30 days. The buyer shall pay 50% of the price at the time of ordering & 50% after receipt of the product/service.
12. Products on rent: Where there is mention of "renting" in quotation, the rent payment shall be 100% in advance at the time of ordering & duration of rent shall be as per subject quotation. The buyer shall deposit security amount which is matching to the product's price at the time of ordering any product on rent. After the completion of rent period the buyer shall be bound to return the product & Zedling suspension shall return the security deposit amount. Zedling Suspension warrants the product for period of rent as per the warranty terms & Buyer shall be liable to protect the product from any kind of damage to structural components of the product. Normal wear & tear is not covered in structural components.
13. Damping tuning: Damping tuning service for all our products (where applicable) shall be provided by us during the warranty period within the product price. All transportation & its cost for this shall be undertaken by the buyer. The feasibility of tuning will be confirmed by Zedling suspension within the product limitations.
14. Warranty:
  - a. Zedling Suspension warrants that the product shall be free from defects of material & manufacturing for a period of 12 months from date of delivery.
  - b. Zedling Suspension shall not be liable if any defect arises from any specification/requirements provided by the buyer.
  - c. Zedling Suspension shall not be liable for any defect from usual wear & tear, willful damage, abnormal working conditions, failure to follow instructions of Zedling team, alteration of products without written approval.
  - d. The warranty does not extend to defects arising due to abnormal mating parts on vehicle or improper tools used on Zedling products.
  - e. For products on rent: Zedling Suspension warrants the products for the period of rent mentioned in quotation. All other terms of warranty remain same for rented products.
  - f. The warranty does not extend to any form of motorsports application including any kind of racing as it does not fall into normal usage & gives rise to extreme driving conditions & terrains.
  - g. The warranty does not include claims for consequential or incidental damages.