

RETURNS POLICY

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1. CHANGE OF MIND

- 1.1 If you wish to return an item because you have changed your mind about your purchase, we will offer you a credit, exchange, or refund provided the following conditions are met:
- a. You return the item within 30 days from the date of purchase;
 - b. You produce your original Crow Cams receipt at the time you return the item;
 - c. The item is in a re-saleable condition, meaning that:
 - i. It is in its original packaging, including instruction manuals and all accessories;
 - ii. It is unopened, unused, and in its original condition; and
 - d. A restocking fee of 10% of the purchase price is paid by you in relation to the returned item.
- 1.2 If the above requirements are not met, the Company reserves the right not to offer an exchange, refund or store credit.
- 1.3 No returns will be accepted unless the conditions outlined at clause 1.1 are satisfied.
- 1.4 Please ensure you have the required paperwork attached to the Goods so there are no delays in processing the return.
- 1.5 All freight on Goods returned must be pre-paid by you.
- 1.6 Please note that goods returned for credit, refund or exchange must not have been used, fitted and/or modified in any way. Goods failing to meet this requirement will be refused and returned to you at your cost.
- 1.7 The receipt of Goods by our warehouse should not be seen as an obligation by us to issue a credit, or to provide you with a refund.
- 1.8 Under no circumstances should credits and/or refund requests be deducted from account payments.

2. EXCLUDED PRODUCTS

- 2.1 The following products are excluded from the Returns Policy and cannot be returned:
- a. Custom ground cam shafts;
 - b. Special buy-in products.
- 2.2 For the avoidance of doubt, products which are not compliant with the requirements in Clause 1 herein will also be deemed excluded.