



Terms & Conditions:

Purchase Orders: All purchase orders must be in hard copy form (mail, fax, or e-mail) and use the appropriate part numbers. Turn 14 cannot accept verbal purchase orders unless the verbal purchase order authorization is submitted.

Drop Shipments: All drop shipment addresses must be submitted in writing on a purchase order. All drop shipments must be prepaid, and you are responsible for any fees, including reshipment, due to customer refusal, address error, etc.

Exports: Turn 14 is bound by certain trade restrictions, so it is necessary that we know the country of ultimate destination and recipient for shipments. All commodities, technology, or software are exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to U.S. law is prohibited.

Special Orders: Any item designated as "Special Order" cannot be cancelled once it has been placed on order, and cannot be returned regardless of the circumstances.

Warranty: Turn 14 does not offer any warranty on the products it sells. All items are covered by the manufacturer's warranty only. Credit for defective merchandise will only be issued once the product is inspected and the claim approved by the manufacturer. Unless the manufacturer agrees to cover it, all return shipping for warranty items is the responsibility of the customer.

Returns: Turn 14 will not accept any returns after 30 days. Special order items cannot be returned under any circumstances. Returned items must be in new, unused, re-sellable condition, with all pieces included. All returns are subject to approval by Turn 14. All return shipping is the responsibility of the client - all return shipments must be insured, and any loss/damage claims must be filed by the client. Turn 14 will not accept returns on: coilovers, electronics, engine internals, turbochargers, superchargers, and turbocharger kits. When approved for inspection, a return will be issued a Return Merchandise Authorization (RMA) number which must be clearly noted on the shipping waybill and packaging. Any incoming shipments without an RMA number will be refused. Items that are approved for return and sent back within 10 days of delivery will not be charged a restocking fee. After 10 days, accepted returns are subject to a fee consisting of 5% of the item cost. A \$10 repackaging fee will be applied to any returns without acceptable packaging.



Refused Shipments: If a shipment is refused and is returned to Turn 14 by the carrier, the client will be billed any return shipment fees as well as the cost to resend the shipment. This includes shipments where the carrier is unable to deliver after multiple attempts.

Damage Claims/Shipment Shortages: All damage claims must be reported within 24 hours of receipt of the shipment. Turn 14 will provide all necessary documentation, but all claims must be initiated by the client. All packing materials must be kept by the recipient so they can be investigated by the carrier; *Turn 14 accepts zero responsibility for clients and/or their customers who misplace or discard the packaging of a damaged shipment.* After reporting the loss/damage with the carrier, contact Turn 14 immediately with pictures of the damaged item(s) and packaging to proceed with the claim.

Information Access: Turn 14 provides many advanced internet-based features to our customers. Access to these resources is a privilege which can be revoked for infractions, which include sharing your login information with individuals outside of your company, forwarding newsletters and information intended only for the recipient outside of your company, sending 'screen shots' and other such information to individuals outside of your own company, and providing invoices to anyone outside your organization. This agreement pertains to your company and Turn 14 Distribution; the information should not be shared with third parties. Doing so will result in a full revocation of web access, possible reduction of discounts, and/or termination of dealings.

Manufacturer's Policies: Certain manufacturers have policies on advertising, sales, and pricing which must be adhered to. As a distributor for these brands, Turn 14 is obligated to enforce these policies and inform our accounts. Once informed, we expect you to adhere to these policies.

Pricing: Prices are always subject to change without notice, and pricing errors are not the responsibility of Turn 14 Distribution. If a pricing error occurs, we will either refund the order in full, or give the client the option to pay the difference. Discounts are based on initial purchase and quarterly sales volume, and can be changed at any time at Turn 14's discretion. If a change in your discount levels occurs, we will notify you. Turn 14 will post manufacturer's price changes in the 'News' section of the website in order to keep clients up-to-date.