

30 Day Return/Exchange Policy

A RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER must be issued before any return or exchange can be made. Please call (518)785-5810 to obtain an RMA number. We will **NOT** accept any returns without this number. Please write the RMA number clearly on the outside of the returning package. All returns must be received by ESI Cycle Products within 30 days from the date of the invoice/shipment. The issuance of a RMA number does not imply a replacement or refund, but only that we will inspect the merchandise based on your claim. Returns must be sent freight prepaid and insured by you. Original shipping and handling charges are not refundable. A photocopy of your original invoice, showing the invoice number and date, must accompany your return. You must also include a written explanation and a contact phone number where we can reach you during normal business hours. It is the responsibility of the customer/installer to verify the correctness of the size and application of the parts before installation. All approved refunds will be paid either by company check, credit card refund, or account credit at the discretion of ESI Cycle Products. In order for a returned item to be accepted, it must be in its original new condition (no damage) and returned in its original packaging. No return or exchange on merchandise that shows signs of having been installed, mounted, scratched, or defaced will be allowed. All returns will be subject to a 20% restocking fee. Claims for missing, damaged or incomplete shipments must be made within 48 hours of receipt of shipment.

Warranty

ESI Cycle Products warrants that products sold hereunder, if maintained and operated under normal conditions, shall be free from and defects in materials and workmanship: All *Street Magic*® LEDs have a Lifetime Limited Illumination Warranty to the original purchaser. Any *Street Magic*® LED product that has one or more LEDs fail to illuminate, due to a defect in materials or workmanship, will be replaced, for the original purchaser, for as long as that person owns the bike. Chrome or plastic case failures are covered for such non-illumination issues for one year only. · This warranty does not cover damaged or modified units, including, but not limited to, any items that are damaged from abuse, neglect, improper service or maintenance procedures, crash or fire damage. Some examples of damage are: Units that have had the LEDs pulled from the circuit board; units that have had the wires pulled off or broken; and units that have been modified by soldering. · All *Street Magic*® Electronic controllers (Remote Controls, Signal Stabilizers™, Triple Plays™, etc.) have a one year limited warranty, to the original purchaser, from the date of purchase. Units with cracked cases; with damaged or burned circuit boards due to too high an amperage fuse or no fuse being used; units that show signs of heat/fire damage; or plastic cases that are broken/crushed are not covered. If you have any questions about our product warranties, please don't hesitate to call. · NO warranty whatsoever will be valid if the defect was caused by customers abuse, negligence, and/or mishandling. In order to make a warranty claim, the failed unit must be returned along with a photocopy of the original sales invoice showing the invoice number and date. You must also include a written explanation and a contact phone number where we can reach you during normal business hours. Customer is responsible for all return shipping charges. · Warranty coverage on products sold, but not manufactured by, ESI Cycle Products is extended only as afforded by the manufacturer and is subject to submission to the manufacturer for approval for repair or replacement of merchandise. No other warranties, expressed or implied, including merchantability or fitness for a purpose are made by ESI Cycle Products. Final warranty determination will be made by the product manufacturer. Customer will be responsible for all shipping and handling fees. · No labor or inconvenience may be included in any claims. Please note, if the item is tested and found not to be defective, the customer will be charged a \$10.00 fee to reship the item. We encourage you to call first and to allow us to work with you to troubleshoot any problems you may be having before sending an item back.

Disclaimer

ESI Cycle Products shall not be liable for any consequential or incidental damages whatsoever. ESI Cycle Products liability is limited to replacement of the item(s) purchased. Unless otherwise noted, all items are NOT DOT approved and are for off-road or show use only. Use of these products may be limited, regulated, or prohibited in your state. Please check with all applicable motor vehicle codes and laws before installing. Check your local and state laws regarding the use of LED accent lighting while riding. Some states do not allow the display of certain color lights while operating on public roads.

Privacy

ESI Cycle Products does not sell or in any way distribute its customers' personal information. Your personal information will always remain confidential.

UPS Shipping Notice

UPS charges a \$10.00 re-route fee for incorrect address. If you provide your address incorrectly and this results in a UPS re-route, your order will be subject to an additional charge. If a customer calls UPS and makes changes to the original address, any resulting UPS surcharges or fees will be passed on to the customer.