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## Order Notice

1. For some orders, we would confirm the order by email and phone, the buyer need confirm his phone number and dress are effective as this will be very important when the trucking company calls you to schedule the delivery appointment.
2. We would arrange the shipment after we confirm the order with buyer by phone. The buyer need be responsible for all delays or other losses caused by we can't contact him.
3. If the buyer isn't signed for the products from carrier or refusal of delivery at the agreed delivery appointment, the buyer is responsible for **initial freight, return freight, and a 20% restocking fee** to cover the time, labor, and materials invested in preparing the shipment.

## Order Cancellation Policy

Cancellations must be made by email ONLY.

- 1.Unshipped orders may be cancelled within 4 hours of original payment without cancellation charge.
- 2.Unshipped orders cancelled after 4 hours are subject to **20USD cancellation fee**.
- 3.Upon cancellation of shipped orders or refusal of delivery not due to damage, the buyer is responsible for **initial freight, return freight, and a 20% restocking fee** to cover the time, labor, and materials invested in preparing the shipment.

## Receipt Instruction

To ensure your satisfaction and better customer service, we ask that you follow these instructions when you receive your order. It will address any problems you should encounter and will allow you to enjoy your purchase sooner.

Before the delivery driver arrives, have a digital camera ready (of course you can use a mobile phone's camera if available).

### CASE 1: Damages on Arrival

If you notice any damages on arrival, you'll need to contact us immediately or within **three (3) business days**.

Once the delivery driver arrives and unloads your box, and before he or she leaves, inspect the condition of the box carefully and note any dents or tears in the cardboard box. Dents or tears might be a sign that the product inside is damaged from shipping.

If you notice any dents or tears, take pictures. With the delivery driver there, open the box where the dent/tear(s) is/are and carefully inspect the product to see if there are damages. If there are minor damages, take pictures and note the damage(s) on the delivery confirmation form.

Do not refuse the shipment. Most damages can be repaired by replacing plastics or other parts. Send us the photo and we will arrange a customer service representative walk you through the process of filling the initial report with the trucking company and warranty claim.

If the merchandise is damaged beyond repair, please contact us immediately. You will need to follow the steps to get a replacement unit:

- a. Take pictures of damaged unit;
- b. Notate on the delivery slip that shipment is refused due to shipping damage;
- c. Once damage is confirmed, your replacement unit will be shipped immediately **for FREE**.

### CASE 2: Concealed Shipping Damages

In case you did not notate damage on the Delivery Slip (whether it is because you did not inspect the unit during delivery or there is no visible damage to the packaging) but you discovered damages afterwards, this is considered "Concealed Damages". You will need to report all damages with pictures within **five (5) Calendar Days**. We will NOT be able to cover any damaged parts and/or freight to send out replacement parts if we do not receive the damage report within 5 Calendar Days of delivery. Due to the nature of concealed damages, trucking companies will not acknowledge any damage claim if the claim is not filed within the time frame.

### CASE 3: Missing parts

If you notice any parts missing upon receipt, you'll need to contact us immediately or within



five (5) business days.

**CASE 4: Wrong unit received**

If you receive a wrong unit you will need to take pictures of the unit and the box mark showing the model number.

You have the option of keeping the unit. If there is a price difference, we will either refund you the difference or you will need to pay the difference.

If you choose to return the unit, you will need to keep the unit in its original package with its original packaging material, such as paper box and pallet.

## SYX MOTO Limited Warranty Policy

We warranty the products to be free of material defects in workmanship for the warranty period **from the date your product is delivered**.

**Engines:** 50cc and under off-road unit's engine is covered to be free from manufacturer defect for **three (3) months**.

All internal lubricated parts, i.e. pistons, piston rings, piston pins, connecting rods, rod bearings, camshaft, camshaft bearings, timing chain, crankshaft, crankshaft main bearings, oil pump, water pump, valves, valve springs, valve guides, valve seats, valve lifters and valve push rods are covered. The engine head and cylinder is covered only if damage is caused solely by the mechanical failure of one or more internal lubricated components listed above. Broken gears due to damage from outside impact are not covered under the warranty.

**Parts:** Parts are covered under warranty to be free from manufacturer defects for **one (1) month**.

**1.Engine case:** The Engine case is covered only if the damage is caused solely by the mechanical failure of one or more of the internal lubricated components listed above.

**2. Drive system:** All internal lubricated parts contained within the drive axle housing case, i.e. differential, differential gears, drive shaft, drive axles, CV joints, axle bearings, reverse gears and output shafts are covered. The drive axle housing as well as the reverse gearbox housing is covered only if damage is caused solely by the mechanical failure of one or more of the internal lubricated components contained in the drive axle housing. Any bent, broken or damaged parts in the drive system caused by outside impact, is not covered under this warranty.

**3. Fuel system:** For carbureted vehicles, carburetor, vacuum fuel pump, intake manifold, fuel tank and fuel petcock are covered under this warranty. For fuel injected vehicles, fuel injectors, fuel pump, fuel rail and fuel pressure regulator are covered under this warranty.

**4. Electrical system:** Stator, stator pickup, magneto, voltage regulator/rectifier, CDI, starter relay/starter solenoid, starter motor, coil, distributor assembly and injector relay are covered under this warranty.

**5. Cooling system:** Radiator, radiator cap, thermostat, thermostat housing, temperature indicator switch, cooling fan motors, water pump and water pump housing are covered under this warranty.

**6. Brake system:** Calipers, drum housings, drum brake linkage, reservoirs, rotors, and lines are covered under this warranty.

**7. Chassis:** Frame, swing arms, A-arms, steering controls are covered under this warranty. Any bent, broken, damaged parts due to outside impact are not covered under this warranty.

**8. Transmission:** All internal lubricated parts contained within the transmission case, i.e. flywheel, hydraulic shift linkage, kick start spindle, kick start secondary gear and transmission gears, are covered under this warranty. The transmission case itself is covered only if the damage is solely caused by the mechanical failure of one or more of the internal lubricated components contained within the transmission case.

**9. Chrome parts are covered for ten (10) days of delivery.**



The warranty would remain in effect only under these circumstances:

- The product is used under normal conditions and for its intended purpose.
- There are no modifications or unauthorized repairs performed on the product.
- The product receives all necessary maintenance and adjustments.

**Not Covered with the Warranty:**

**The following wear-and-tear parts are not covered under the warranty:**

Pull start, tires, rims, body panels, fuses, forks, shocks, gaskets, light bulbs, seats, CV Boots, oil filter, air filter, fuel filter, filters, clutch wear parts, cables, drive belt, chain, spark plug, brake linings and/or pads, batteries, sprockets, external springs, clips, nuts, bolts and fasteners, any part(s) made from rubber.

**The following is not covered under this warranty.**

- Labor
- Loss of time or pay without vehicle
- Towing or shipping charges

**Fees and charges:** for the first warranty shipment, replacement parts will be sent out at no extra charge. The customer will be responsible for the shipping cost on any additional warranty orders.

	Unit Cost	Shipping Cost
1 <sup>st</sup> Warranty Shipment	Seller	Seller
2 <sup>nd</sup> Warranty Shipment	Seller	Customer
Warranty NOT covered	Customer	Customer

To ensure we provide you a clear resolution to avoid any discrepancy, we would request you to please write back to us along with the photo of damage parts and a valid phone number so that we will ship the correct parts that need to be replaced.

A valid warranty claim shall be attached with photo or video proof and shall be within the warranty period. Your understanding and co-operation on this issue is appreciated.

## Return Policy

### What can you return?

Items can be returned within 30 days of receipt of shipment in most cases. Some products have different policies or requirements associated with them.

### How will you mail your return?

Depending on the items you're returning and the reason for your return, your shipping methods may vary for your return.

- **UPS dropoff:** We provide you with a prepaid shipping label for your return package and take it to an authorized UPS shipping location. (Here is the list of drop-off locations in your area:

[https://www.ups.com/dropoff?loc=en\\_US](https://www.ups.com/dropoff?loc=en_US))

Return shipping cost will be deducted from your refund.

Print the return shipping label anytime from your email.

- **UPS pickup:** We contact UPS and arrange for them to pick up your package from the original shipping address on the order. This option is ideal for large or heavy items that are hard to carry. If you select this option before 9:00 p.m. Pacific time, UPS will attempt to pickup on the next business day. This option allows you to track your package on its way back to us. Fees will apply. If you choose the UPS Pickup option and if the return is not a result of our error, you will be charged a convenience fee of **\$16 for the UPS Pickup**.

Return pick up fee will be deducted from your refund.

- **No printer? No problem**

We can mail the label to you. Label service: 2usd/label

Return label fee will be deducted from your refund.

- **No package to return? No problem**

We can mail the original box to you. Shipping fee is same to the vehicle outbound shipping fee.

Shipping fee will be guided to place an order then we can mail it to you.

### About Free Returns and Refund

We offer free returns on some items. Items offering free returns will display policy on the product page.

Free Returns is available to delivery addresses in the 48 states of the United States only, not including Alaska and Hawaii. Free Returns is not available to APO/FPO addresses. Additional geographic shipping restrictions may apply to particular products.

We will process your return and issue a full refund with no deduction for return shipping after receiving your return of the eligible product(s).

If your return is not a result of our error, we will not refund the original shipping fees.

If you return product(s) that are ineligible for free returns with product(s) that are eligible for free returns, we may deduct the shipping costs for the ineligible products(s) from your refund amount in accordance with our general returns policy. In addition, some special product, order, or handling fees may still apply.

### When will I get my refund?

Most refunds are refunded in about 2-3 days after we receive and process your return.



[Receipt Instruction and Return](#)

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Learn more about Return Estimates here:

[https://www.amazon.com/gp/help/customer/display.html/ref=orc\\_hp\\_s\\_retest?ie=UTF8&no\\_deld=901926#how](https://www.amazon.com/gp/help/customer/display.html/ref=orc_hp_s_retest?ie=UTF8&no_deld=901926#how)

## Restocking fee

In some circumstances, we will charge a restocking fee when a customer returns an item. A restocking fee is a percentage of the item's price, depending on the type of item and its condition upon return (Item price does not include shipping costs).

Return request	Restocking fee
The customer changes their mind* about a purchase and returns an item in the original condition within the return window.	Yes. Up to 20% of item's price.
The buyer changes their mind* about a purchase and returns within the return window but the seller receives the item damaged or materially different than how it was originally shipped to the buyer.	Yes. Up to 50% of item's price.
The buyer returns an item they received materially different from what they ordered.	No.

\*The customer returns the item for one of the following reasons:

Accidental order

Better price available

No longer needed/wanted



## Refund

### When will I get my refund?

Most refunds are refunded in about 2-3 days after we receive and process your return.

Learn more about Return Estimates here:

[https://www.amazon.com/gp/help/customer/display.html/ref=orc\\_hp\\_s\\_retest?ie=UTF8&no\\_deld=901926#how](https://www.amazon.com/gp/help/customer/display.html/ref=orc_hp_s_retest?ie=UTF8&no_deld=901926#how)

## Reference

### 1. FAQ

#### a) When and where do you ship?

Generally, we will ship within 2 working days from our warehouse in Texas, Georgia or California as per the availability of inventory and distance to your address.

#### b) How long will it take to arrive?

We use UPS to ship dirt bikes and it will take 1-5 working days to arrive according to the distance to our warehouse to your address. Our warehouses are located in Texas, Georgia or California. We will choose the nearest one according to the availability of inventory.

#### c) How to contact you?

Please email [service@syxmoto.com](mailto:service@syxmoto.com)

Phone call support will follow up when needed.

We provide customer service from 12 hours every day, from Monday Through Sunday, even during Christmas holiday.

#### d) More FAQ?

Please refer to this file: <http://image.motorscootershops.com/icebear/FAQ.pdf>

### 2. Receipt Instruction & Shipping Damages

<http://image.motorscootershops.com/icebear/UserGuide.pdf>

### 3. SYX MOTO Dirt Bike Video Instruction

[https://www.youtube.com/playlist?list=PL\\_AaSsd6V4li8oOLeB6lu73qHrdIFLock](https://www.youtube.com/playlist?list=PL_AaSsd6V4li8oOLeB6lu73qHrdIFLock)

How to Install **SYX MOTO** Holeshoot Mini Dirt Bike

How to Start **SYX MOTO** Holeshoot Mini Dirt Bike

**SYX MOTO** Kids Dirt Bike: Change the Max Speed Level

and more to be updated

### 4. Requesting MSO, Certificate of Origin or Invoice

<http://image.motorscootershops.com/icebear/MSO.pdf>

### 5. Warranty & Return Policy

<http://image.motorscootershops.com/icebear/ReturnWarranty.pdf>

### 6. More and Latest Products

<http://image.motorscootershops.com/icebear/Catalogue.pdf>

Get latest products and find coupons to get discount!

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