

MotionUSA Terms and Conditions

Our Commitment to Privacy: Your privacy is important to us. We will only use the information you provide about yourself when placing an order to complete that order. We will not share this information with outside parties except to the extent necessary to complete that order. We will only use the information you provide about someone else when placing an order to ship the product and to confirm delivery. We do not share this information with outside parties except to the extent necessary to complete that order. We use return email addresses to answer the email we receive. Such addresses are not shared with outside parties.

Our Commitment to Data Security: To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Shipping Policy: All prices are F.O.B. MotionUSA. We will ship by the most reasonable means according to size, weight and location, unless given other instructions. All goods are carefully packed and in good condition when shipped. If damage occurs in shipping, claims must be made with the carrier, not MotionUSA. Shortages and errors must be reported to MotionUSA within 7 days of receiving order.

NOTE: MotionUSA ships within the USA and internationally as governed by domestic and international trade laws and regulations. International shipments are subject to special documentation fees. We will NOT ship international orders until payment is verified and secure. Shipment tracking information will be emailed to your provided email address when possible. MotionUSA will not be held responsible for any delay in delivery due to country/region and customs protocol.

Lead Times: Orders are typically shipped within 2 weeks from date of order, unless you are otherwise notified by us. While we try to stock as much of our product as we can, many of the products are built-to-order to ensure the maximum warranty period after purchase. If you need the products to ship immediately from stock, please call or email prior to placing your order.

Return Policy: All returns are subject to a restocking fee, the amount of which varies by the product purchased and any other relevant circumstances. Items that are made-to-order or custom modified are not returnable. Any return must receive prior authorization and must be in original packaging, packed in the same manner as you received it, and in new condition with a copy of invoice. Once return authorization is granted, items must be received within 30 days. Refund will be made within 15 days of receipt and evaluation of returned goods. No refund of shipping charges will be issued on returned items. No item will be granted authorization for return after 30 days of purchase.

Cancellation Policy: Once ordered, all items are non-cancellable unless otherwise approved by MotionUSA. All approved cancellations will be subject to a cancellation fee, the amount of which varies by the product purchased and any other relevant circumstances.

Warranty Policy: The original manufacturer warrants defective products. MotionUSA does not imply or express any guarantee and/or warranty other than provided by the manufacturer. **All repairs, fabrications and modifications done by MotionUSA are done at the request of the customer and are only warranted to the extent of the work performed. MotionUSA cannot be held liable for any consequential or indirect costs incurred by the customer associated with work performed.**