

TERMS & CONDITIONS

JIMS® ships by United Parcel Service in the continental USA. Overseas customers - Due to the high shipping and customs cost, it is suggested that overseas customers supply a shipping carrier for all large orders. All others, unless otherwise specified, will be shipped by UPS Express (3-4 day service) or UPS Expedited (5-6 day service). All orders will be shipped prepaid.

RETURNS

All items are carefully packaged and in good condition when shipped. Please inspect product immediately upon receipt of shipment. JIMS® must be notified within 5 (five) working days of the receipt of a shipment of any shortages or incorrect shipments. It is advisable to phone JIMS® as problems can often times be corrected more quickly with a direct call. Any claims for damages must be made with the carrier and not with JIMS®. Please be sure to save all boxes and packaging material when filing a claim and keep them until settlement is made.

QUALITY IS NO PROTECTION AGAINST ABUSE, MISUSE OR NEGLIGENCE.

The following qualifications are necessary to receive credit, or to exchange merchandise.

1. Call JIMS® before shipping parts back to obtain an RGA number.
2. The parts must be returned within 10 days of receipt.
3. They must be packaged properly to prevent any damage during shipping. Damaged parts due to poor packaging are non-returnable and will be returned to the owner at the owner's expense. Repackaged goods using JIMS® containers does not always mean the items are packaged properly.
4. All returns must be sent to JIMS® insured and prepaid. No CODs will be accepted.
5. All returns must be accompanied by the return goods authorization number, a copy of the original invoice of purchase and a note explaining the reason for the return.
6. Under no circumstances are damaged, altered, rusty, or otherwise unusable parts returnable. Upon acceptance of the returned parts by JIMS® under the above criteria, a 20% restocking fee will be charged.
7. Acceptance of returned goods by our Receiving Department shall not be binding and has no force or effect unless acceptance is made by us in writing.

WARRANTY

All JIMS® parts are guaranteed to the original purchaser to be free of manufacturing defects in materials and workmanship for a period of 6 (six) months from the date of purchase, unless otherwise noted. Merchandise that fails to conform to these conditions will be repaired or replaced at JIMS® option if the parts are returned to us by the purchaser within the 6 (six) month warranty period or within 10 (ten) days thereafter. In the event warranty service is required, the original purchaser must call or write JIMS® immediately with the problem. Some problems can be rectified by a telephone call and need no further course of action. A part suspected of being defective must not be replaced by a Dealer without prior authorization from JIMS®. If it is deemed necessary for JIMS® to make an evaluation to determine whether the part is defective, it must be packaged properly to prevent further damage and be returned prepaid to JIMS® with a copy of the original invoice of purchase and a detailed letter outlining the nature of the problem, how the part was used and the circumstances at the time of failure. If after an evaluation has been made by JIMS® and the part was found to be defective, repair, replacement or credit will be granted.

ADDITIONAL WARRANTY PROVISIONS

1. JIMS® shall have no obligation in the event a JIMS® part is modified by any other person or organization.
2. JIMS® shall have no obligation if a JIMS® part becomes defective in whole or in part as a result of improper installation, improper maintenance, improper use, abnormal operation, or any other misuse or mistreatment of the part.
3. JIMS® shall not be liable for any consequential or incidental damages resulting from the failure of a JIMS® part, the breach of any warranties, the failure to deliver, delay in delivery, delivery in nonconforming condition, or for any other breach of contract or duty between JIMS® and a customer.
4. JIMS® parts are designed exclusively for use in Harley-Davidson® motorcycles. JIMS® shall have no warranty or liability obligation if a JIMS® part is used in any other application.
5. Any parts which have been replaced for any reason become the property of JIMS®, and will not be returned under any circumstances.

