



# STANDARD DELIVERY TERMS

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# Order and Payment

## 1. Order

- **All products are not stocked and the order is filled on a pre-sale basis.**
- After received your payment, it will take us approximately 7-14 business days to manufacture the ordered product.
- Please read our selling lead entirely and carefully before placing the order, if you disagree with any policy or price please do NOT click to buy.

## 2. Payment

- Payment must cleared before order is made by us
- Payment through Paypal, VISA or MASTERCARD and shipped to confirmed addresses only

## 3. Import Tax

- Import taxes or duty may be charged by some countries. We have no control over what the tax authorities would charge.
- **Buyers are responsible for paying the taxes or import charges.**
- If you have any questions about import tax or duty, please contact the tax authorities for more details before purchase.

# Shipment

## 1. General

- Contact us for details of postage cost if you could not find the relevant shipping cost from above before placing the order.

## 2. Term of Acceptance

- We are NOT responsible for any loss or damage of uninsured package. We only compensate the amount that the courier offers to us.
- We will NOT pay for ANY import tax, customs fee, custom delay or installation costs.
- Please read our selling lead entirely and carefully before placing the order, if you disagree any policy or price please do NOT click to buy.



### 3. Shipping Rates

- International shipping is available for us, please contact us for shipping cost.
- The international shipping cost may be varied, because some destination need to be transferred via other sea ports, so please confirm the shipping cost with us before bid and payment.
- Air freight and express freight are available too, please contact us for details.

### 4. Shipping Damages

- Please inspect package upon arrival. If there are any damages make sure you note it on the delivery slip.
- Buyer must retain all cartons, packing materials, and damaged products for the carrier's damage inspector to inspect.
- Do not refuse shipment or return it without approval or the buyers right to make a damage claim may be denied.
- **All damages must be notified to carrier and us within 1 business day.**

### 5. Confirm address before sending

- We ONLY send the product to confirmed address. Please confirm your shipping address before we dispatch if you use other payment methods.
- Once we send out the parcel, you could not reroute or hold for pick up or correct the shipping address.
- The courier company will return the package to us after tried to deliver the parcel to buyer two times and buyer shall responsible for returning costs.

## Return Policy

- All our products are tested before dispatch. However, if you receive a defective item, we will make new replacement as soon as possible.
- **We will not responsible for any returning costs under any circumstance and please send to our warehouse for exchange or refunds.**
- Please contact us immediately once you find the product(s) have problem, we will NOT responsible for any problem if you fail to report us after 7 days of receipt.
- Once you receive the item, please open the box and check it carefully before letting the delivery man goes, if there is any damage, please ask the post man to mark "item arrives in damaged" on the delivery sheet, then contact their post office to ensure, furthermore



email us the delivery sheet plus the relevant photos of damages. We will open claim damage or lost from the courier company, however the couriers will take about 14-28 days to investigate the case, so please be patience to wait for the result. Once we receive the compensation, we will forward to you.

- Policy on Guaranteed fitment: if there is a fitment issue please contact us. We will need you to send in pictures of the parts and show us what is wrong with it. Also a copy of the business license from the body shop doing the installation. If the parts are defective after reviewing of the info you provided we will exchange the other brand new replacement as soon as possible.
- Defective Products. All products require professional installation. Minor adjustments might be necessary. These are normal body work and installation steps. Therefore it is not consider to be defective. In addition, carbon fiber products are hand crafted and no two items will be identical. Small imperfections such as wavy weave, small bubbles, and clear coat blemishes are inevitable. Pictures are required to demonstrate true defects on products prior to return.
- All parts must be prepped and installed by a professional body shop that has experience working with fiberglass car parts including but not limited to cutting, filling, sanding, and shaving. Extra fees can be incurred for proper fitment. We do not accept liability for injuries resulting from customization of buyer/owners car. This is done at their own risk. You, as the buyer, are responsible for complying with any/all local, state, and national laws.

## Warranty

- Our carbon fiber products have a **6-month limited clear coat warranty**, and we guarantee fitment for all vehicles, unless we specifically indicate otherwise. We test fit all parts before we make them available for sale. However, customers need to acknowledge that no after-market body parts will fit exactly like OEM. It is normal and you are expected to do minor adjustments for a good fit. With that said, we are very confident that our products are among the best fitment in the composites market. Our warranty extends only to vehicles that have not had any bodywork done. As a precaution, test fit all parts before you cut/paint/drill the items.
- We warrant that Parts are brand new and have NEVER been used.
- We do not warranty any damages or structural failure due to misuse, improper handling, poor road conditions, abuse, dropped, broken, chipped, bent, punctured or physically damaged items.