

Shipping Policies and Cost

If a claim must be made for damaged or lost goods, expect courier to take 3-4 weeks to pay out to the shipper and then funds are sent back out to the buyer. This is standard policy with any courier, if it was up to us we would get it completed much faster. If you use your own courier account you must have the courier arrive with pre-labeled call tags, and there is a 3-4 business day handling time on all shipments, so they need to be set to do this according to this time frame. Prior authorization is always required; call 951-313-6352 to establish this. No portion of any cost can be refunded for shipping if you use your own courier account. There is always a fee for labor/material cost for packaging worked into shipping quotes and this is still due even if you use your own courier. Please note that we do not automatically require direct signature for any purchases. If you live in an apartment/etc. items may be left by door. Any buyer can request signature confirmation and it is their responsibility to do so at time of payment, a \$5 fee will apply for each item. Shipping to HI, PR, and AK is more. We are no longer shipping to Canada or any other locations outside continental United States. We do not ship to PO Boxes, and currently only use couriers that do not deliver to them as well, so sorry no exceptions. Please do not buy if you do not understand these terms. When you purchase you agree you have read and understand the above.

Items Received

It is expected that bidders are capable of installing items such as this on their own vehicle/motorcycle, or similar application, and as such, seller assumes no liability for damage due to improper installation. Examine your purchase before trying to get it installed, it is easy to damage product at other repair shops so no returns are accepted if attempted and all liability falls on the buyer once attempted. All items are sold "as-is". If any part of your purchase is missing when received please let us know within 5-business days or nothing can be done. Please do not buy if you do not understand these terms. When you purchase you agree you have read and understand the above.

I Paid Dealer to Install item (s) and they charged a fee, but item (s) were no good?

We give no refunds to any buyer who tries to have items unsuccessfully installed and then tries to say item (s) is not usable by shop owners or mechanics. We do not recommend going to anyone else and buyer does this at their own risk if they do so. If licensed shop installs an unsafe item on your vehicle they are liable for it by law and should not install it if it is not safe. Why, they do not want to take that legal risk of liability which transfers at time of install to them. That is why we have this policy because no reputable company would install an unsafe item (s). When you purchase you agree you have read and understand the above.

Returns/Exchanges

If a return approval has been given, BUYER MUST repackage all items in same or new boxes with same amount of adequate packing as when received. If you do not package item back in the same manor and we receive it damaged it will be refused and sent back to you as the owner. No returns/exchanges/refunds are given/sent out until items are back in our shop and inspected (NO EXCEPTION). Buyer is always responsible for return shipping cost. Please do not buy if you do not understand these terms. When you purchase you agree you have read and understand the above.

Optional Vehicle Fitments

Optional fitments for vehicles are found through a generalized local vehicle/motorcycle guide, (which is usually 99% accurate) if you email or call about fitment questions, please keep this in mind. BUYER must verify with dealer for fitment as well and is their responsibility, not ours if they do not work for your application. Furthermore, if you do purchase items without verifying with a local dealer in your area, even if you have spoken with one of our company representatives and you are told they will work (remember our guide is generalized), please still understand that it is possible additional items may be needed for your fitment. We as the SELLER are not responsible for this cost; BUYER is and it is their responsibility. If you install any items for any reason without making sure that the items will work for your vehicle/motorcycle first and use them for even a mile of drive time, note that no return will be accepted. Be sure you are using a reputable company that does your install when received. Please do not buy if you do not understand these terms. When you purchase you agree you have read and understand the above.

Arbitration Clause

In no event shall Star Struck its employees or affiliates be liable for any direct, indirect, special, punitive, incidental, exemplary or consequential, damages, or any damages whatsoever, even if Star Struck its employees or affiliates have been previously advised of the possibility of such damages, whether in an action under contract, negligence, or any other theory, arising out of or in connection with the use, inability to use, or performance of the information, services, products, and materials available or beyond the amount of funds received from client in regards to specific instances. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, the above limitations may not apply to you. We offer no warranty on used products so this does not apply in these states. If an issue does arise, then all buyers agree to the process of arbitration through our national arbitration liaison as a resolution factor. Please do not buy if you do not understand these terms. When you purchase you agree you have read and understand the above.

Conclusion

We are trusted accessory sellers with an excellent reputation, please feel free to contact Star Struck before purchasing if you have any questions email or call 951-313-6352, that is why we list all our contact information and pay agents to be there for your support. Please note, no listing agent can change or alter any of these above policies, if any information received by email or phone from a listing agent conflicts with above policies, the above policies always hold. As you can see from our feedback, customer service is very important to us. We are a family owned business and pride ourselves on this aspect. Some terms and policies may seem more firm than most sellers, but we do this to keep our prices low and your positive shopping experience high. If you feel that you have had a negative experience in any way with our company, please call or email us and we will do our best to make it right, Please do not buy if you do not understand these terms.