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# Terms of Service

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At **VanderSpa**, we take pride in the quality of our work, the vehicles we prepare, and the parts we stand behind. These Terms & Conditions are here to set clear expectations and help ensure a smooth experience for everyone.

If you ever have questions about an order, service, or policy, the VanderSpa team is always happy to help.

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## 1. Pricing

Our prices may change from time to time due to supplier costs, availability, or product updates. We do our best to keep pricing accurate, but occasional errors can occur. If something doesn't look right, a may contact you before the order is finalized. You are also welcome to contact us at [info@vanderspa.com](mailto:info@vanderspa.com)

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## 2. Orders, Processing & Shipping

### Order Processing

Most orders ship within **1–2 business days**, excluding weekends and holidays. Some items may take longer due to availability, custom configuration, or special handling.

### Shipping Methods

We ship using **FedEx, UPS, USPS, or freight carriers**, depending on item size and destination. Delivery timelines are estimates and not guaranteed.

Certain larger or heavier products require **truck freight**. Any additional shipping costs will be disclosed prior to shipment.

## Shipping Schedule

VanderSpa ships **Monday through Friday**. Orders do not ship on weekends or holidays.

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## 3. Free Shipping Offers

From time to time, VanderSpa offers free shipping promotions. When available:

- Applies to the **contiguous United States**
- Excludes Alaska, Hawaii, Puerto Rico, and international orders
- Does not apply to oversized or freight items
- Ships via standard ground service

We reserves the right to modify or end promotions at any time.

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## 4. International Orders

International customers are responsible for all **customs duties, taxes, and import fees** required by their country. VanderSpa is not responsible for customs delays, refusals, or seizure of shipments.

Once shipped, international orders cannot be changed or canceled.

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## 5. Backorders

If an item is temporarily out of stock, it may ship later or separately from other items in your order. You will be notified if there is a meaningful delay.

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## 6. Payments

Payment must be completed before orders ship unless otherwise agreed in writing. Accepted payment methods are shown at checkout.

Returned, refused, or charged-back orders may result in additional fees.

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## 7. Performance Information

VanderSpa prides itself on providing accurate information without hype or exaggeration. However performance figures or estimates provided by us are for reference only. Actual results vary based on vehicle condition, installation quality, environment, and use. VanderSpa does not guarantee specific performance outcomes.

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## 8. Off-Road & Competition Use

Some VanderSpa products are designed **for off-road, racing, or competition use only** and may not be legal for street use. Customers are responsible for verifying compliance with all applicable laws before installing or using these products.

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## 9. California Emissions Notice

Certain products may not be legal for use on public roads in California. Products designated for racing or off-road use are intended for vehicles that will never be operated on public highways.

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## 10. Photos & Product Descriptions

VanderSpa continually refines its products. As a result, actual items may vary slightly from photos or descriptions shown. Specifications are subject to change without notice.

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## 11. Warranty Information

### New Products

Unless stated otherwise, most products sold by VanderSpa are offered **with a 1 year warranty**, which exceeds the standard in this industry. Manufacturer's products carry limited warranty covering defects in materials or workmanship. VanderSpa does not extend, or infer to extend manufactures limited warranty period.

### Final Sale, Used & Discounted Items

The following items sold by VanderSpa are **AS-IS** and **without warranty**:

- Clearance or closeout items
- Pre-owned, used, refurbished, or take-off parts
- Overstock items sold at discounted pricing
- Custom or special-order items
- Competition or off-road-only components

To the fullest extent permitted by Texas law, all implied warranties are disclaimed for these items.

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## 12. Returns & Exchanges

### Authorization Required

Please contact us before returning any item. Returns without prior approval will be refused.

### Eligibility

- Requests must be made within **30 days of purchase**
  - Items must be **unused, uninstalled, and in original packaging**
  - Installed or modified items are not eligible
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### Exchanges (No Restocking Fee)

VanderSpa offers **exchanges with no restocking fee** when:

- The item is unused and resalable
- The exchange is for the same or greater value
- Any price difference is paid at the time of exchange

Return shipping costs apply unless the item was defective or shipped incorrectly.

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### Refunds

Approved refunds through VanderSpa are subject to:

- **20% restocking fee**
- Original shipping charges are not refundable
- Return shipping costs are the customer's responsibility

Items returned damaged or incomplete may be refused or subject to additional fees.

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## **Final Sale Items**

The following items are **Final Sale** and not eligible for return or exchange:

- Custom or made-to-order products
  - Special-order items
  - Clearance or closeout items
  - Pre-owned, used, or take-off parts
  - Overstock items sold at discount
  - Installed or partially installed items
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## **Signature & Pre-Owned Vehicles**

All **VanderSpa Signature Pre-Owned or previously titled vehicles** are sold **AS-IS**, unless covered by a separate written agreement.

- No returns or refunds after delivery
  - Buyer acknowledges vehicle condition, mileage, and cosmetic wear
  - Post-sale services are governed by a separate service agreement
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## **13. Shipping Damage**

Please inspect shipments **before signing**. Any visible damage must be noted with the carrier at delivery. Keep all packaging materials in case a claim is required.

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## **14. Limitation of Liability**

To the fullest extent permitted by Texas law, VanderSpa is not responsible for indirect or consequential damages, including loss of time, use, or income.

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## **15. Installation Disclaimer**

Installation instructions provided by VanderSpa are general guidance only. If you are unsure about installation, professional installation is strongly recommended.

All installations and product use are at the customer's own risk.

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## **16. Responsibility & Indemnification**

Customers agree to hold VanderSpa harmless from claims or damages resulting from improper installation, misuse, or modification of VanderSpa products.

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## **17. Copyright & Intellectual Property**

All photos, logos, product descriptions, and website content are the property of **VanderSpa** or are used with permission. Please do not reuse VanderSpa content without written approval.

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## **18. Email Communication**

By placing an order with VanderSpa, customers agree to receive order updates and occasional promotional emails. You may unsubscribe at any time.

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## **19. Promotions & Giveaways**

VanderSpa promotions and giveaways are non-transferable, have no cash value, and may change or end at any time.

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## **20. Governing Law (Texas)**

All VanderSpa purchases and related disputes are governed by **Texas law**, with exclusive jurisdiction in Texas state or federal courts.

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## **21. Entire Agreement**

These Terms & Conditions represent the full agreement between the customer and **VanderSpa** and replace any prior discussions or understandings.

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