

Premium Service and Support Package

Provided by FamilyGoKarts.com

We want your experience to be the best possible. That's why we offer our Standard Service and Support Package absolutely FREE with every vehicle we sell! Our Standard Service Package provides great peace-of-mind, but you can get comprehensive coverage by upgrading to our Premium Service Package!

Just add any vehicle to your cart and our system will automatically include our Standard Service Pack for Free! Then, you can upgrade your Service Pack with a simple click right in the cart!

Our Premium Service Package includes the following services and restrictions:

1. Free Shipping Insurance

To insure your order against shipping mishaps, we include shipping insurance free with every shipment. All you have to do is inspect your order when it arrives and simply note any damage on the Bill of Lading (BOL) upon receipt. Then, notify us of the damage within 3 (three) days, and we'll take care of the rest!

Shipping insurance is provided by BW Inc. and can only be honored if damage is noted on the Drivers Receipt when the package is signed for. Digital pictures and notification must be submitted to BW Inc via email to parts@familygokarts.com within 3 (three) business days of receipt of shipment without exception for shipping insurance claims. Approved parts to repair shipping damage will be shipped free to the customer.

2. 60 Day Return Period

We offer a generous 60 (sixty) day return period from date of invoice! If you're not happy with your purchase for any reason, simply return it for a full refund less restocking charges.

Customer is responsible for return shipping and restocking charges. See below.

3. Free Technical Support

Although each customer is responsible for the proper setup and assembly of each vehicle, we understand that can sometimes seem like a daunting task. At BW Inc / FamilyGoKarts, our goal is to ensure every customer receives their product in working order and is able to enjoy their vehicle with minimal downtime. That's why we provide a free online self-help library complete with numerous helpful videos and how-to articles. We also provide free email technical support through a state-of-the-art automated ticket tracking system.

Submitting a support request is easy! Simply generate a Trouble Ticket via our online support site at <https://support.familygokarts.com> or by sending an email to support@familygokarts.com.

In the event you experience problems, our Tech Department and staff mechanic are standing by to help in any way possible. However, because we are unable to actually see and touch your vehicle, we simply ask you to assist to the best of your ability. If a particular support issue is beyond your skill or comfort level, we may request that you enlist the services of a mechanic of your choosing who we can then assist further.

Free technical support is understood to include diagnostic support and advice only and does not include physical assistance. The customer is responsible for any and all actual repairs.

4. Engine Warranty

All engines are warranted to be free from defects in materials and workmanship for a period of 12 (twelve) months from date of invoice.

This warranty covers all engine components such as engine coolant system parts, carburetor, ignition system (excluding battery, spark plugs, wires), pistons, rings, camshaft, valves, valve springs, valve covers and cover gaskets, lifters, rods, crank, engine case/crankcase, heads, head gaskets, stators, generators, torque converter, flywheel, oil pump, oil pan, etc. It does not cover such engine components as spark plugs, filters, hoses, wires, clamps, exhaust systems components, etc. Because engine models vary greatly, this is not a complete list of all Engine Parts. Whether any part may be covered by this warranty as an Engine Part is at the sole discretion of BW Inc / FamilyGoKarts and/or the manufacturer.

5. Parts Warranty

Non-Normal Wear Parts are defined as components of the vehicle that are engineered and intended to last the useful life of the vehicle itself and are warranted to be free of defects in materials and workmanship for a period of 12 (twelve) months from date of invoice.

Examples of non-Normal Wear Parts include body panels, frame and frame fasteners (excluding paint), utility racks, floor pans, fenders, brush guards, seat structures (excluding cushions and/or covers), seat belts/harnesses, mirrors (excluding glass), horns, steering wheel/handlebars, steering column, steering gear box and/or rack-and-pinion, axles, suspension components (excluding shock absorbers and springs, bushings, ball joints), exhaust systems, lights (excluding bulbs), gauges, gas tanks (excluding caps), wheels (excluding tires, tubes, valve stems), tie rods, shifter, accelerator and brake linkage, etc. Because vehicle models vary greatly, this is not a complete list of all non-Normal Wear Parts. Whether any part may be covered by this warranty as a non-Normal Wear Part is at the sole discretion of BW Inc / FamilyGoKarts and/or the manufacturer.

6. Normal Wear Parts Warranty

Normal Wear parts (also referred to as wear and tear parts) are defined as parts that have a limited useful life as a result of deterioration due to natural forces that act upon them under normal, everyday use and are warranted to be free from defects in materials and workmanship for a period of 30 (thirty) days from date of invoice. This warranty is intended to act as a grace period to allow a reasonable amount of time to ensure no Normal Wear Parts are defective at the time of manufacture. (Battery not included)

Examples of Normal Wear Parts include fuses, chains, bearings, light bulbs, air filters, fuel filters, oil filters, clutch wear parts, drive belts, spark plugs, tires, tubes, valve stems, shock absorbers, seat cover and padding, frame padding, grips, bushings, ball joints, CV joints, universal joints, glass item (including mirror glass), hoses, and brake pads. Battery is not included in this warranty for any reason. Because vehicle models vary greatly, this is not a complete list of all Normal Wear Parts. Whether any part may be covered by this warranty as a Normal Wear Part is at the sole discretion of BW Inc / FamilyGoKarts and/or the manufacturer.

7. Parts Shipping

Shipping costs for all warranty parts is the responsibility of the customer. Costs associated with shipping warranted parts is not covered by this service package.

8. Return Shipping

Return Shipping is not included in this Service Package. Customer will be responsible for return shipping costs.

If an item/vehicle is returned for any reason, customer will be solely responsible for proper repackaging and all return shipping arrangements and costs without exception.

9. Restocking Fee Waiver

A Restocking Fee Waiver is not included in this Service Package. Customer shall be responsible for restocking charges per vehicle.

Restocking fees include return handling, restocking and original shipping charges and vary depending on the vehicle being returned. Because models vary greatly and shipping charges change regularly, these fees may fluctuate. Please contact customer service for the exact restocking fee of any vehicle at the time of your order.

Additional disclaimers and exclusions

Labor is not included in any part of this Service Package.

Batteries are not included in any part of any of the above warranties. Other parts not explicitly excluded under one warranty are not necessarily included in any warranty.

Warranties are for the cost of parts only and do not cover shipping costs (unless explicitly included in the Service Package) nor labor costs associated with parts removal or installation without exception.

BW Inc / FamilyGoKarts will assist in ordering all parts requested by purchaser of the vehicle per the manufacturer's policy. BW Inc and/or manufacturer will have final say in warranty parts requests and approvals. VIN numbers are required in all transactions and will be requested prior to ordering or shipping any parts. Parts are shipped from manufacturer via standard ground shipping using the carrier of our or the manufacturer's choice and normally take 3-10 business days. Rush or expedited shipping is not available. Back-ordered parts are rare but do happen. In the event the manufacturer does not have the necessary parts in stock, there is no recourse but to ship the parts when they arrive in stock.

Shipping costs, if included in the Service Package and where applicable to be paid, are paid only for the period for which the shipped item is warranted. For example, free parts shipping, if included in the Service Package, applies only during the period for which the shipped parts are warranted according to the plan chosen.

All warranties presume typical, personal, non-commercial use of the vehicle under normal operating conditions and without unapproved additions and/or modifications. All warranties are void on commercial use vehicles, modified vehicles, vehicles used in a racing or competitive capacity, and on vehicles operated outside the manufacturer's recommended tolerances and guidelines.

In no event shall BW Inc. / FamilyGoKarts be liable for lost revenue, lost wages, lost savings, or any other incidental or consequential damages arising from purchase, use or inability to use the product. BW Inc. is not responsible for any damages arising from normal use, misuse, natural or personal disasters, or any repair or modifications not done by BW Inc. without exception.

The most recent version of this document at the time of invoice is applicable.

FamilyGoKarts Service Packages are effective only on purchases made on or after original offer or 12-15-2012, whichever comes first, and Service Package revisions apply as of the date of the revision as recorded herein.

Premium coverage terms are inclusive of, not in addition to, manufacturer warranty terms where applicable.

This Service Package is offered to original purchaser only and it non-transferrable.

Other exclusions and limitations may apply.