

Triple T Suspension, LLC

8311 BRIER CREEK PKWY., STE 105-195, RALIEGH, NC 27617

Terms of Service:

Payment is accepted in the form of cash, credit or debit cards; no personal checks or money orders will be accepted. Pricing is subject to change without notice. Quotes are valid for 7 days after receipt of service proposal. Verbal responses are invalid, so please confirm acceptance of your proposal by email to proceed with service.

Prior to your service, you must complete the attached service form, and it must be confirmed by our staff. You will have the option to either ship, drop off, or arrange for our staff to pick up your components. Normal turnaround for standard maintenance service is 2-6 days (you will be given an estimated timeframe when we accept the work). Engine or other suspension service turnaround is normally 1-2 weeks, but can take up to 4 weeks depending on the extent of the work needed.

Our goal is to provide rapid turnaround for all of our clients; however, we will never compromise the quality of our work. During the height of the racing season, it can be difficult to accurately estimate turnaround, as work backlog may vary. We work on a first come, first serve basis. We try to be sensitive to the needs of our clients, particularly those that have an impending race or trip to consider. At our discretion, special rush services can be made available for an additional fee upon request. The fee will be determined at the time of request.

If you are unable to (or prefer not to) remove your forks and shocks from your motorcycle, we will remove them for you for an additional fee. If you choose to arrange for our staff to pick up your parts, there will be a travel charge applied. If you select the pickup option and do not have your own jack available to remove your parts, we will use and leave behind our own jack to hold your motorcycle in place while your parts are being serviced; a deposit will be required if you

choose this option. Once we retrieve our jack in the condition it was left in, the deposit will be either refunded or applied as a credit towards your service.

Servicing of vintage and/or extremely dirty equipment will incur additional charges, due to the magnitude of work involved and inspection of parts to ensure quality and safe return of customer components. Corroded parts, parts damaged from a crash, or previous workmanship may incur additional labor fees. Any issues involving the potential for extra charges will be discussed and authorized by the client before work continues.

Special projects that include complete internal conversion of damper rods can take far longer to complete than standard services or revalving modifications; these types of projects will be subject to labor and material charges that will be discussed with the client in the service proposal. While we will do our best to provide the service as close to the estimated charges as possible, we may incur issues that will require more time to repair than estimated; therefore, for these special projects, we request that the client provides a comfortable budgetary range. We will do our best to stay within the specified budget; if the nature of the work will exceed the client's budgeted expense, the client will be informed immediately.

Our customers are responsible for any shipping costs to and from Triple T Suspension, LLC. We ship insured by the carrier and normally use FedEx Ground services or US Postal Service. We will ship items without insurance at the specific request of the customer (lease agreement). Triple T Suspension, LLC cannot be held liable for any loss or damages that occur during transit.

Some projects may require a down payment before work can commence. Abandoned items will be subject to storage fees (all efforts are made to contact these customers first).

We appreciate your business, and promise to meet or exceed your expectations!