

TERMS AND CONDITIONS – CT-CARBON

1. Nature of Products

CT-Carbon supplies aftermarket automotive parts, including but not limited to carbon fibre components, lighting, trim parts, and performance accessories.

Unless expressly stated, all products are non-OEM (Original Equipment Manufacturer) and may differ from OEM parts in respect of fitment, finish, durability, and performance, including but not limited to dimensional tolerances and material characteristics.

2. Assumption of Risk

By purchasing and/or using any product supplied by CT-Carbon, the customer expressly acknowledges and accepts all risks associated with such products, including but not limited to:

- Damage to any vehicle or component
- Mechanical or electrical failure
- Warning lights, fault codes, or system malfunctions
- Personal injury or death
- Financial loss, whether direct or indirect
- Roadworthiness or legal compliance issues

All products are used entirely at the customer's own risk, subject always to applicable law.

3. Fitment, Material & Product Disclaimer

Aftermarket parts are not guaranteed to match OEM specifications.

Installation may require adjustments, modifications, additional parts, or specialised labour, including but not limited to trimming, drilling, rewiring, or alignment corrections.

Minor imperfections may occur, including but not limited to:

- Gaps or alignment differences
- Surface inconsistencies
- Fitment tolerances

Carbon Fibre Disclaimer

Carbon fibre components are handmade or semi-handmade products and may exhibit natural variations, including but not limited to:

- Weave alignment differences
- Resin or epoxy inconsistencies
- Gloss level variation
- Minor waviness, pinholes, or surface irregularities

Such characteristics are inherent to the manufacturing process and do not constitute defects.

The customer is solely responsible for verifying compatibility with their specific vehicle prior to purchase.

4. Installation Responsibility

Professional installation by a qualified technician is strongly recommended.

CT-Carbon shall not be liable for any loss or damage arising from installation, including but not limited to:

- Incorrect installation
- Improper wiring or calibration
- Damage to vehicle components
- Fitment issues caused by workmanship

All installation is undertaken at the customer's own risk.

5. Plastic Components & Older Vehicles Disclaimer

Vehicles and components degrade over time. By engaging CT-Carbon for supply and/or installation, the customer acknowledges and accepts that:

For vehicles older than **2 (two) years**, CT-Carbon shall not be liable for any damage to plastic or brittle components, including but not limited to:

- Clips, fasteners, brackets, trims, and covers
- Interior or exterior plastic panels
- Mounting points or housings

Such components may become fragile due to age, heat exposure, prior repairs, or wear and tear, and may break, crack, or fail during removal or installation despite reasonable care.

This exclusion applies to all work performed, including but not limited to disassembly, fitment, or inspection.

6. Shipping & Delivery

All delivery timeframes are estimates only.

CT-Carbon shall not be liable for delays caused by third parties, including but not limited to:

- Courier companies
- Suppliers or manufacturers
- Customs or import processes

Risk in the goods passes to the customer upon dispatch.

7. Limitation of Liability

To the fullest extent permitted by applicable law, including the Consumer Protection Act, CT-Carbon shall not be liable for any loss or damage arising from the supply, installation, or use of its products, including but not limited to:

- Vehicle damage
- Mechanical or electrical failure
- Personal injury or death
- Loss of income or indirect damages
- Road legality or compliance issues

8. Roadworthiness & Legal Compliance

The customer is solely responsible for ensuring that any product purchased or installed complies with all applicable laws and regulations in South Africa.

CT-Carbon does not guarantee that any product is road legal.

9. Warranty (6-Month Limited Warranty)

CT-Carbon provides a limited warranty of 6 (six) months from date of purchase, covering manufacturing defects only.

This warranty is provided in addition to, and not in substitution for, any rights the customer may have under the Consumer Protection Act.

Covered

- Manufacturing defects
- Products arriving damaged
- Complete failure due to internal fault under normal use

Electrical components (including but not limited to DRLs, tail lights, and LED systems) are covered only for internal defects.

Not Covered

This warranty excludes damage or failure arising from:

- Improper installation or non-professional fitment
- Incorrect wiring, voltage issues, or vehicle faults
- Wear and tear
- Misuse, neglect, or abuse
- Environmental exposure, including but not limited to UV damage, water ingress, or heat damage
- Accidents, impact, or road debris
- Any modification, repainting, tinting, or alteration
- Normal carbon fibre variations as described above

10. Warranty Claims Process

All claims must be submitted within the warranty period and must include:

- Proof of purchase
- Clear photographic and/or video evidence
- Any additional information reasonably requested

CT-Carbon reserves the right to inspect, test, and verify all claims.

Approved claims will be resolved at CT-Carbon's discretion, including but not limited to repair, replacement, or refund.

11. Returns, Refunds & Exchanges

Returns are not accepted for:

- Incorrect purchases
- Change of mind
- Fitment expectations

Approved returns must be unused, uninstalled, and in original packaging.

Special-order or imported items may not be eligible for return.

Exchanges may be permitted at CT-Carbon's discretion, provided items are unused and in original condition. All associated costs, including but not limited to courier fees, are for the customer's account.

12. Performance Parts Disclaimer

Performance-related products are used at the customer's own risk.

CT-Carbon shall not be liable for any consequences arising from their use, including but not limited to:

- Engine damage
- Mechanical failure
- Warning lights or ECU errors
- Changes in vehicle performance

13. Acceptance of Terms

By placing an order or completing a purchase, the customer confirms that they:

- Have read and understood these Terms and Conditions
- Accept the risks associated with aftermarket automotive parts
- Agree to these Terms

14. Governing Law

These Terms and Conditions are governed by the laws of the Republic of South Africa.

15. Amendments

CT-Carbon reserves the right to amend these Terms and Conditions at any time without prior notice. The version in force at the time of purchase shall apply.