TERMS & CONDITIONS

Last Updated: 1 September 2026

Welcome to **www.motoplanetpitstop.com**, operated by Motoplanet Pitstop.

These Terms & Conditions govern your access to and use of our Website and the purchase of products and services from Motoplanet Pitstop.

By accessing the Website, creating an account, placing an order, or purchasing a product, you agree to these Terms & Conditions together with our Privacy Policy, Shipping Policy, Cancellation Policy and Return, Replacement & Refund Policy.

1. GENERAL

Motoplanet Pitstop operates in the automotive accessories, aftermarket parts, vehicle styling, modification and related automotive-products sector.

Products displayed on the Website may include vehicle-specific and universal automotive accessories, exterior and interior accessories, lighting products, electronic accessories, styling products, off-road accessories, modification parts and related products.

We reserve the right to modify products, prices, Website content and these Terms & Conditions where reasonably necessary.

2. CUSTOMER ELIGIBILITY

By placing an order through our Website, you confirm that:

- You are legally capable of entering into a binding transaction;
- The information provided by you is accurate and complete;
- You are authorised to use the payment method selected;
- You have checked the product description and compatibility information before ordering.

3. PRODUCT INFORMATION

We make reasonable efforts to display accurate product names, photographs, specifications, descriptions, compatibility information and pricing.

However, actual products may have minor variations in colour, texture, finish, packaging, branding or appearance due to manufacturing batches, screen/display settings, photography or product updates.

Such minor variations that do not materially affect the intended function of the product shall not automatically constitute a defect.

4. VEHICLE COMPATIBILITY & FITMENT

Automotive accessories can be highly vehicle-specific.

Customers are responsible for checking the applicable:

- Vehicle manufacturer;
- Vehicle model;
- Model year;
- Variant;
- Facelift/generation;
- Existing vehicle configuration; and
- Any other compatibility requirement mentioned in the product description.

Where uncertain, customers are strongly encouraged to contact Motoplanet Pitstop before ordering.

Providing the vehicle registration year alone may not always be sufficient to determine compatibility because vehicle generations, production dates and variants can differ.

Motoplanet Pitstop shall not be responsible for an incorrect purchase resulting from incorrect or incomplete vehicle information supplied by the customer.

5. INSTALLATION OF AUTOMOTIVE ACCESSORIES

Certain products sold through Motoplanet Pitstop require professional installation.

Unless a product is specifically described as suitable for self-installation, we recommend installation by Motoplanet Pitstop or a qualified automotive technician/accessory installer.

Motoplanet Pitstop shall not be responsible for product or vehicle damage caused by:

- Incorrect installation;
- Improper wiring;
- Incorrect electrical connection;
- Cutting or alteration not recommended for the product;
- Incorrect fitting;
- Installation by an unqualified person;
- Misuse;
- Accident;
- Negligence; or
- Unauthorised modification of the product.

Once a product has been installed, drilled, cut, painted, wired, modified or otherwise altered, it may not qualify for return or replacement except where an independently identifiable manufacturing defect is covered by an applicable warranty.

6. AFTERMARKET PRODUCTS

Unless expressly stated otherwise, products sold by Motoplanet Pitstop may be aftermarket accessories and are not necessarily manufactured, endorsed or approved by the original vehicle manufacturer.

Vehicle manufacturer names and model names may be used solely to identify compatibility.

Customers should independently consider whether installation of an aftermarket product could affect the vehicle manufacturer's warranty, insurance coverage or compliance requirements.

7. PRODUCT PRICING

All prices displayed on the Website are subject to change without prior notice.

We make reasonable efforts to maintain accurate pricing. However, typographical, technical or system errors may occasionally occur.

If an incorrect price is displayed, Motoplanet Pitstop reserves the right to:

- Contact the customer regarding the correct price; or
- Cancel the affected order and refund the amount paid for the cancelled item/order.

A clearly erroneous price does not obligate Motoplanet Pitstop to supply the product at that erroneous price.

8. PRODUCT AVAILABILITY

All orders are subject to product availability.

A product appearing as available on the Website may occasionally become unavailable due to simultaneous purchases, inventory errors, damage during quality checking or other circumstances.

If we cannot fulfil an order, we may contact the customer to offer an alternative, replacement, waiting period or refund, as appropriate.

9. ORDER ACCEPTANCE

An order confirmation does not necessarily constitute final acceptance of an order.

Motoplanet Pitstop reserves the right to cancel or refuse an order due to:

- Product unavailability;
- Pricing errors;
- Incorrect product information;
- Payment failure;
- Suspected fraud;
- Invalid/incomplete customer information;
- Non-serviceable delivery location; or
- Other reasonable operational or legal reasons.

If a prepaid order is cancelled by Motoplanet Pitstop, the applicable amount paid will be refunded.

10. PAYMENT

Customers must use authorised payment methods when purchasing through our Website.

Motoplanet Pitstop may use third-party payment gateways. Payment processing may therefore also be governed by the relevant payment provider's terms.

11. SHIPPING AND DELIVERY

Shipping is subject to our Shipping Policy.

Delivery estimates are indicative and may vary because of courier operations, weather, public holidays, strikes, remote delivery locations, unforeseen events or other circumstances outside our reasonable control.

Customers are responsible for providing complete and accurate shipping information.

12. INSPECTION ON DELIVERY

Customers should inspect the package promptly after delivery.

For courier orders, we strongly recommend recording a continuous **unboxing video before opening the package**, beginning while the parcel is still sealed and showing the shipping label and complete opening process.

This evidence may be required when making claims relating to:

- Transit damage;
- Missing products/components;
- Incorrect products; or
- Physical damage discovered upon opening.

13. RETURNS, REPLACEMENTS & REFUNDS

Returns, replacements and refunds are governed by our Return, Replacement & Refund Policy.

Motoplanet Pitstop does not provide general returns for change of mind, dislike of the product, incorrect customer selection or circumstances unrelated to an eligible defect/error.

14. WARRANTY

Products carrying a manufacturer, brand or seller warranty will be subject to the warranty terms applicable to that specific product.

The existence and duration of warranty coverage may differ between products.

Warranty does not ordinarily cover damage resulting from accident, misuse, incorrect installation, physical damage, water damage where the product is not designed for such exposure, electrical problems caused by improper wiring, unauthorised repair or normal wear and tear.

15. INTELLECTUAL PROPERTY

Unless otherwise stated, Website content belonging to Motoplanet Pitstop, including original graphics, catalogue designs, photographs, text, logos and branding, may not be reproduced, copied, commercially distributed or used without permission.

Third-party trademarks and vehicle/manufacturer names remain the property of their respective owners.

16. LIMITATION OF LIABILITY

To the extent permitted by applicable law, Motoplanet Pitstop shall not be liable for indirect, incidental or consequential losses resulting from improper installation, misuse, unauthorised modification or use of products contrary to their intended purpose.

Nothing in these Terms is intended to exclude any liability or consumer right that cannot lawfully be excluded under applicable Indian law.

17. GOVERNING LAW & JURISDICTION

These Terms & Conditions shall be governed by the laws applicable in India.

Subject to applicable consumer-protection law and any forum that has mandatory jurisdiction, disputes relating to transactions with Motoplanet Pitstop shall be subject to the jurisdiction of the competent courts at **Kollam, Kerala, India**.

18. CONTACT

Motoplanet Pitstop
Mukkada, Jawahar Road
Opp. Bajaj Service Centre
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