

Pricing or Typographical Errors

While OTINGER MOTORSPORTS strives to provide accurate product pricing and shipping information, pricing and typographical errors may occur. In rare cases, OTINGER MOTORSPORTS cannot confirm product and/or shipping pricing until after an order has been placed. In the event that a pricing or typographical error exists with any product or service offered, OTINGER MOTORSPORTS reserves the right to cancel or refuse an order at any time without notice. In most pricing or typographical error situations, OTINGER MOTORSPORTS will contact you for further instruction or cancel your order with email and/or phone notification. Shipping price discrepancies may exist on any order regardless of size. If a shipping price discrepancy exists, OTINGER MOTORSPORTS may contact the purchaser with revised shipping options. Prices and availability are subject to change without notice.

Price Match Policy

Found a product cheaper? Our Sales Team is happy to help! OTINGER MOTORSPORTS will match the advertised price of any identical, in-stock product from a reputable competitor's website.

To qualify, the following conditions must be met:

Item must be identical to the product sold on Otingermotorsports.com.

Competitor Link/Email Advertisement must be provided to the Sales Associate at the time of the inquiry.

Product must be advertised as being in-stock on the competitor's website.

Advertised price includes all shipping, taxes, and fees for delivery.

Competitor must be located within the US market.

Excluded from Policy:

Clearance, Closeout, Used, Refurbished or Open-box items.

"Scratch & Dent" and "Limited Quantity Sale" items on Otingermotorsports.com.

Mail-in/Instant Rebate offers.

eBay/Amazon Marketplace items.

Typographical and pricing errors.

A competitor's price quote sent outside public advertisement.

Competitor's who are in violation of a vendor's MAP policy.

OTINGER MOTORSPORTS is also proud to offer a discount of up to 10% off regularly-priced products, to customers who have served our country in the United States Military or as First Responders.

Excluded from Policy:

Products that are on sale or already discounted by another offer.

Products that are under vendor's MAP policy.

Typographical and pricing errors.

Not all products will be eligible for the full 10% discount, contact our sales team for our best price up to 10% off.

Order Acceptance

OTINGER MOTORSPORTS reserves the right to cancel or refuse any order at any time without notice. Some situations that may result in the cancellation of an order include limitations on quantities available for purchase, inaccuracies, errors in product or pricing information, or problems that are identified by our Credit and Fraud Prevention Department. In some cases, we may contact you to obtain and verify additional information or require a secured payment method before accepting any order. If your order is canceled for any reason or additional information is required, OTINGER MOTORSPORTS may contact you by phone and/or email. Please be sure that you verify your contact information on the order as it must be valid to be accepted. If the contact information is fictitious or invalid we reserve the right to cancel an order.

If this is your first order with OTINGER MOTORSPORTS, it is required that your first orders be shipped to the billing address associated with your Credit Card. Providing mismatched addresses, or an address that is different from what is listed on your card/bank statement may result in delays during the order review process.

Under most circumstances, your credit card will be authorized for an amount less than the order total when your order is submitted. This authorization will be voided once your order is being processed for shipment in the warehouse, at which time your credit card will be charged for the full amount of the sale transaction. If you decide to cancel an order that has an authorized payment status, our Billing Department will void this authorization. It is usually removed from the account within 5-7 business days.

OTINGER MOTORSPORTS offers the opportunity to store payment information in the account page on the website. Stored payment data will only be active until the expiration date specified, or until the authorization expires.

Certain manufacturers may impose selling restrictions on the products listed on Otingermotorsports.com. Should you order a product that is unable to ship to your location, an OTINGER MOTORSPORTS representative will contact you with more information.

International Orders

Please be advised that your country may impose duty fees, or other taxes based on the product origin and/or value. These fees and taxes are based on your country's import policy, and may be imposed in addition to the purchase price and shipping/handling fees collected by us prior to shipment. All such fees and taxes are the sole responsibility of the recipient and any and all charges incurred by OTINGER MOTORSPORTS will be charged to the customer. OTINGER MOTORSPORTS is not responsible for such fees/taxes on returned items. If you are concerned about possible additional charges, please contact your local Import/Customs authority for more information. All charges, sales, returns, and exchanges will be calculated in US dollars. OTINGER MOTORSPORTS is not responsible for fluctuations in currency value.

International customers are responsible for understanding their country's international buying laws, and should be aware that all international purchases are subject to additional brokerage, duty or tax fees that are collected at the time of delivery unless otherwise noted by OTINGER MOTORSPORTS. OTINGER MOTORSPORTS is not responsible for these charges as we have no affiliation with tax systems set forth by international countries. If the consignee/receiver refuses to pay these additional charges at the time of delivery, OTINGER MOTORSPORTS will instruct the shipping carrier to abandon the package. Abandoned packages are destroyed at the shipping warehouse at your local pick up facility. OTINGER MOTORSPORTS will not be held responsible for any abandoned packages due to these circumstances.

Site Security

Users are prohibited from violating or attempting to violate the security of the Site, including, without limitation, (a) accessing data not intended for such user or logging onto a server or an account which the user is not authorized to access; (b) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization; (c) attempting to interfere with service to any user, host or network, including, without limitation, via means of submitting a virus to the Site, overloading, "flooding," "spamming," "mail-bombing" or "crashing;" (d) sending unsolicited email, including promotions and/or advertising of products or services; or (e) forging any TCP/IP packet header or any part of the header information in any email or newsgroup posting. Violations of system or network security may result in civil or criminal liability. You agree not to use any device, software or routine to interfere or attempt to interfere with the proper working of this Site or any activity being conducted on this site. You agree, further, not to use or attempt to use any engine, software, tool, agent or other device or mechanism (including without limitation browsers, spiders, robots, avatars or intelligent agents) to navigate or search this Site other than the search engine and search agents available from OTINGER MOTORSPORTS.com on this

Site and other than generally available third party web browsers (e.g., Internet Explorer, Mozilla Firefox, Safari, Chrome).

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Shipping and Stock Status Policy

OTINGER MOTORSPORTS strives to ship "In-Stock" orders within one business day of receiving the order. Shipping times may vary depending on the contents of your order. OTINGER MOTORSPORTS will only ship an order once it is 100% in stock. OTINGER MOTORSPORTS does not ship partial orders unless requested by the customer, at which time additional shipping charges may apply. If you need your order by a specific date, it is important to contact us by phone so that we may assist you. Once you have placed your order, it is important to log into your OTINGER MOTORSPORTS Account page to review your order status, expected ship date, order updates and order history. All dates provided are based on estimates given by the supplier. OTINGER MOTORSPORTS does not guarantee ship dates as delivery times are subject to change. Free shipping items only apply for customers shipping within the contiguous US (48 states).

All shipping times are based on our Monday through Friday business hours. Orders will not be shipped from our facility on Saturday or Sunday. Shipping Charges are non-refundable.

Inventory Stocking Descriptions:

In Stock:

Usually ships within 24 hours / one business day excluding weekends.

Ships in [# of days]:

This product is sourced from a local supplier and will usually ship within the time frame shown, meaning that your order would not ship from our location until those products are received within the given timeframe. This is not to be confused with the transit time from our warehouse to your location from the time the order was placed.

Available/Direct Ship:

Product ships from an alternate warehouse. Shipping times may vary per location.

Back Order:

This product is currently on back order with our supplier or manufacturer. We are unable to predict the exact date that this product will be available for shipment. Orders placed containing back ordered products will ship as soon as possible as products become available. An alternate or equivalent product may be available. Please contact the OTINGER MOTORSPORTS Sales Team if you have any questions.

On Order [ETA]:

This product is currently on order with our supplier. An ETA (estimated time of arrival) will be listed on the description.

Online Order Status Key:

Received:

The product(s) on your order are in stock and should be processed by our shipping department within 24 hours excluding weekends (1 business day).

Wire Transfer:

You've opted to pay the balance of your order by bank or wire transfer. When the money is received from the sending bank or financial institution, your order will be processed.

Order Review:

Your order is currently under review by our Billing Department and we may contact you if additional information is needed to process the order. Once the review is complete your order will be submitted for processing.

Processing Error:

There is a payment discrepancy on your order that may have been caused due to an order revision or payment problem. The OTINGER MOTORSPORTS Billing Department will contact you to resolve the issue. Once payment is confirmed your order will be processed by the warehouse.

Waiting for ISC

(In Store Credit):

Your replacement order has been placed, however we are waiting to receive your return so that we may process the payment on your replacement order.

Customer Service:

You have selected product(s) that requires OTINGER MOTORSPORTS to contact you prior to processing your order or we've encountered some problem with completing your order. Possible issues are changes in part applications, including parts that are no longer available, price changes, shipping issues and incomplete payment or other order information. We will contact you to verify necessary information and discuss alternatives.

Back Order:

One or more parts on your order are currently unavailable without an accurate ETA.

Extended Lead:

One or more parts on your order must be ordered from a supplier with an ETA exceeding thirty-one days.

Inventory Adjustment:

The physical counts for one or more of the products you have ordered is incorrect and replacement items must be ordered. The OTINGER MOTORSPORTS Customer Service Department will contact you if this error exists.

Holding:

Your order has been held because it cannot be completed by our automated system. This could be the result of a payment or shipping address problem. Your order is under review and you may be contacted by OTINGER for additional information.

Product Inbound:

One or more products on your order are en route from a supplier. Your order will be ready for shipment as soon as the ordered parts arrive at our warehouse. Please review the ETA provided on your Account page for the expected ship date.

Warehouse Transfer:

One or more of your products on your order are en route to our warehouse and will be processed for shipment within 48 hours (2 business days) excluding weekends. Please review the ETA provided on your My Account page for the expected ship date.

Picking:

Your order is being picked by the warehouse for shipment. Orders cannot be revised at this stage in the ordering process.

Picked:

Your order has been picked and is ready for shipment once a shipping label is assigned. Orders cannot be revised at this stage in the ordering process.

World Ease:

Your order has been packaged and is awaiting pick-up from UPS. These bulk shipments are picked up by UPS on Wednesday and Friday every week at our location. Orders cannot be revised at this stage in the ordering process. The tracking status will not update until later in the evening or during the following day when the shipping carrier scans the items that are being shipped.

Direct Ship:

Your order has been submitted to the vendor. Orders cannot and will not be cancelled once in this status as PO's have already been submitted for processing. Once tracking information is provided from the vendor, your order will be updated on your account page, and the order will be marked shipped.

Direct Shipped:

A purchase receipt for your order has been received from the vendor. Orders cannot and will not be cancelled once in this status as PO's have already been submitted for processing. This order has now shipped from that vendor, and can no longer be revised.

Shipped:

Your order has been packaged and a shipping label has been assigned. Orders cannot be revised at this stage in the ordering process. The tracking status will not update until later in the evening or during the following day when the shipping carrier scans the items that are being shipped.

Product Disclaimer

Some of the products offered on our site are for off-road use only. It is the responsibility of the customer to check with all federal, state local and environmental laws prior to ordering and installing a product. OTINGER MOTORSPORTS is not responsible for any fees, fines or costs that a customer may incur as a result of failing to check with federal, state, local or environmental laws prior to ordering and installing a product.

Returns and Exchanges
New/Unused Product Returns

OTINGER MOTORSPORTS will accept returns for unused products that are normally stocked within 1 year from the time that the order was shipped. If a product is returned within 90 days of the original ship date you are eligible for a refund to the original payment method used. Any returns made within the remaining return policy time frame will qualify for an OTINGER MOTORSPORTS in store credit refund only. The customer is responsible for the return shipping costs and fees. All new/unused products must be new, unused and must be in the original packaging, including labeling, manuals, hardware, etc. A restocking fee may be applied to any returned item that is not regularly stocked, or any order returned after 90 days.

Returns on non-stocking items are subject to a restocking fee of up to 15%.

See the Return Process below.

Application/Fitment Issues

If you wish to return a product that does not fit your vehicle and you feel that there is an error in our listing, please submit a return through your customer account page. Our Customer Service team will review your RMA request, investigate the cause of the fitment problem, and make any corrections that are needed. In the event that we find an error on our website or on behalf of an OTINGER MOTORSPORTS Representative, we will provide a label for your return. All products must be new, unused and must be in the original packaging, including labeling, manuals, hardware, etc.

Replacement orders will be shipped only to the address used on the original order. Shipping Charges are non-refundable.

Customers are responsible for checking the product application guide prior to ordering any product(s) to verify that the parts you have selected are appropriate for your vehicle. To ensure that you are ordering the correct products you must select your vehicle prior to ordering.

See the Return Process below.

Refused Packages

Any domestic orders that are returned to OTINGER MOTORSPORTS as refused by receiver or non-deliverable will be subject to a return handling fee and will be processed as a return in compliance with our standard return policy, including a 15% restocking fee.

Any international orders that are refused at the time of delivery will be subject to carrier abandonment of the package, at which time the ordered products would be discarded by the carrier. The customer will not be refunded for the value of the order and the discarded products are no longer retrievable.

Core Charge

Some products offered by OTINGER MOTORSPORTS may have a core charge deposit that is required during the initial purchase. In some cases, OTINGER MOTORSPORTS is unaware of a core charge until after a product has been ordered. If a core charge is required after the product has been ordered, OTINGER MOTORSPORTS may contact the customer to inform them of the core charge. Core charges are usually combined with the initial cost of the product purchased and you may qualify for a core refund if the product is returned. Please contact a Customer Service Representative to obtain an RMA number.

In order to receive core credit, the product must be in rebuild-able condition without any damaged, structural harm or missing items. The core must be returned to OTINGER MOTORSPORTS in the original OEM package in which the original product was sent.

OTINGER MOTORSPORTS inspects all products that are returned for core credit and reserves the right to determine if the core returned qualifies for core credit. Cores that are not returned in the original packaging will not qualify for core credit. OTINGER MOTORSPORTS does not accept junkyard cores. If the return does not meet these requirements, the items will be returned or discarded at your discretion. If the core is denied for core credit, the customer is responsible for the cost of having the item returned.

Please allow an ample amount of time for core charges to be processed, as OTINGER MOTORSPORTS needs to inspect all parts before a refund is granted. Return shipping for core charge refund is the sole responsibility of the buyer and all cores must be returned within thirty days of original purchase.

Shipping Charges are non-refundable.

See the Return Process below.

Return Process

OTINGER MOTORSPORTS now offers an online returns solution! To get started, simply log into your OTINGER MOTORSPORTS account, Click the "View Orders" button on the My Account home page and select the order that you wish to make a return on to begin. If you have any questions, feel free to reach out to our Customer Service Team for assistance!

Please note: Refunds will be processed to the original payment method used on the order or to an in store credit, respective to the type of return that is made as well as any pre-existing arrangements with an OTINGER MOTORSPORTS Customer Service Representative. In the event that multiple forms of payment were used, we will refund the value to an in store credit. Returns on non-stocking items may be charged a restocking fee of up to 15%. In the event that a return label is provided, these charges may be deducted from the total refund you receive.

Original shipping costs are non-refundable and the buyer is responsible for return shipping charges. OTINGER MOTORSPORTS will not accept COD deliveries.

All in store credit balances will expire after one year from the original purchase date.

OTINGER Warranty

OTINGER MOTORSPORTS offers a one year warranty against manufacturer defects unless otherwise noted, although some manufacturers offer a warranty that exceeds this one year warranty. This warranty is void if we find that a product is used or installed against the manufacturer's suggested use or if the product has been modified in any way. Please contact OTINGER MOTORSPORTS in order to obtain RMA # for any warranty transaction.

Genuine (OEM) products sold or shipped outside of the US are sold as is with no expressed or implied warranty.

Items ordered with clearance pricing or "limited time sale" transactions do not qualify for warranty replacement of an equal item. These items are sold as is, no warranty as they are not replaceable.

Due to the possible rapid failure or misdiagnosis of some products OTINGER MOTORSPORTS excludes the following products from the warranty above:

Brake components* (Brake pads, rotors, etc.)

Clutch Components* (Flywheels, disk, pressure plate, etc.)

Electrical Components* (Sensors, switches, bulbs, etc.)

*In some cases a manufacturer may consider offering a warranty for the items listed as excluded above, however this will be done on a case by case basis only.

All manufacturers require a proper shop diagnosis / paperwork with a description of the problem/defect in order to be submitted for warranty review. All products must be returned in the original packaging, including labeling, manuals, hardware, etc.

Warranties are non-transferable, and only apply to the original purchaser of the product(s). OTINGER MOTORSPORTS will only replace or repair warranty items at our discretion. Refunds are not provided for any warranty transaction.

All products returned for warranty inspection are subject to testing within our company and in some cases may require that the products are sent to the manufacturer for inspection and testing. OTINGER MOTORSPORTS does not guarantee that any products will be warrantied until this process is complete. In some cases warranties will be denied and OTINGER MOTORSPORTS must return the product(s) at the expense of the customer.

OTINGER MOTORSPORTS is not responsible for any damages that may have occurred by using the products that we sell. OTINGER MOTORSPORTS does not pay for consequential, incidental and contingent damages or costs incurred of any kind, including the cost incurred directly or indirectly in relation to products sold by OTINGER MOTORSPORTS including labor or product coverage. OTINGER MOTORSPORTS will only replace the defective product that was originally purchased from OTINGER MOTORSPORTS, once the CSD has verified that this part is faulty and we have confirmed that the part is within its warranty period. Products that may have been damaged or lost as a result of a faulty product will not be replaced by OTINGER MOTORSPORTS under any circumstances. This includes but is also not limited to duties, taxes, and brokerage fees for foreign shipments. OTINGER MOTORSPORTS will only ship replacement products to the original address that the items were shipped to.

The customer is responsible for the cost of returning any item for warranty inspection or repair. Shipping charges are non-refundable.

Damaged/Missing Items in Shipment

If you've received a damaged product you MUST notify the Customer Service Department (CSD) within twenty-one days to initiate a damaged package claim. It is required that you keep all of the packaging material, box(es) and broken product(s) until the shipping carrier completes the investigation. Failure to report damaged items from an order before forwarding, re-shipping or transferring the shipment to another location will result in immediate claim denial.

If you are missing any products from your order, you MUST notify the CSD within thirty days of receiving the items. If you fail to report damaged and/or missing items in your shipment within thirty business days of receiving the package, replacement products will not be shipped out under any circumstances. Failure to report missing items from an order before forwarding, re-shipping or transferring the shipment to another location will result in immediate claim denial.

Freight orders are excluded from this policy as it is the responsibility of the recipient to confirm that the goods are in new condition, without damage and that the order is complete before signing for the delivery.

Replacement orders will be placed as soon as we are informed of the damaged package pending the authorization provided by the shipping carrier you have selected on the original order. UPS typically requires up to eight business days from the time the claim is started. USPS can require from five to ninety business days, depending on your country's time requirement that has been set forth. FedEx can require from twenty-one to twenty-eight business days from the time the claim is started. Please be sure to cooperate with the investigation and any questions that the carrier may have during this time. OTINGER MOTORSPORTS will only provide replacement products for damaged or missing products. OTINGER MOTORSPORTS will not provide refunds for any damaged or missing product under any circumstances.

Shipping Charges are non-refundable.

Lost Packages

If you do not receive your package and the tracking information shows that the package has been delivered you must notify us within twenty-one days of the marked delivery date so that we can initiate a lost package tracer with the shipping carrier you have originally selected. Replacement products will not be sent until the shipping carrier completes the tracer request and grants permission for replacement product to be shipped UPS typically requires up to

eight business days from the time the claim is started. USPS can require from five to ninety business days, depending on your country's time requirement that has been set forth. FedEx can require from twenty-one to twenty-eight business days from the time the claim is started. Please note that this is the policy of the shipper and not of OTINGER MOTORSPORTS. OTINGER MOTORSPORTS does not guarantee that any packages will be credited by the shipping carrier until this process is complete.

OTINGER MOTORSPORTS will not provide refunds for any lost package under any circumstances.

Items ordered with clearance or "limited time sale" transactions do not qualify for replacement of an equal item when they are found to be damaged. These items are sold as is, no warranty as they are not replaceable. In the event that a clearance item or limited quantity sale item is damaged in shipment, we will only be able to refund the customer based on the purchase price of the transaction.

Shipping Charges are non-refundable.

Product Review Posting Guidelines

OTINGER MOTORSPORTS encourages our customers to share their personal feedback regarding the quality of the items ordered. We want customers to be able to make smart buying decisions based on the feedback shared by fellow buyers. Product feedback can be shared on Otingermotorsports.com, directly on the product details page. All product reviews submitted by customers will be reviewed to ensure that the Product Review Guidelines are being followed prior to being shared in a public setting.

Who can create product reviews?

All customers who have purchased an item from Otingermotorsports.com are encouraged to share feedback regarding the quality of a product ordered.

What can be discussed in product reviews?

Reviews must be focused solely on the product quality, performance, ease of install, etc.

Customers should be specific while writing the review, and must explain why they like or dislike a product.

Character limitation of 2000

What cannot be discussed in product reviews?

Profanity or distasteful comments.

Off-topic or unrelated material (Transaction related issues, etc.).

Vague comments that do not explain the product.

Promotional content.

Copyright protected material.

Web links or hyperlinks

Should you feel that there is a quality or product safety concern, please contact us immediately at so that we may address your concerns.

The customer sharing product reviews is responsible for all of the content within the review. In the event that the customer review contains any copyright protected information or material from another source, OTINGER MOTORSPORTS will not be held responsible, either directly or indirectly for any copyright violation. It is the customer's responsibility to share his or her personal product review, in his or her own words.

If you have any other questions or concerns, please contact us!