

Terms and Conditions

1. Order Processing - We will not process your order without deposit and written confirmation. Confirmation can be in the form of direct email response, or a signed paper copy delivered to our office.

2. Balance Payment at collection/delivery - MW will not dispatch the finished goods to a customer if the purchase price has not been paid in full, unless a specific arrangement is made at the time of order, or the customer has an approved and active wholesale account.

3. Change/Cancel your order - Amendments and changes to this specifications document must be made within three business days of this order form. Changes requested after this date will cause delay to the processing of updates, and in turn, overall production.

If the customer wishes to cancel an order after the deposit is paid, the indication must be made in writing within 24 hours after the order is placed to be eligible to a full refund. Admin & design fee (20% of the order amount) will be charged once the drawing is sent to the customer. Cancellation of order will not be accepted once the material has been planned and cut.

4. Lead Time - The order products lead time may vary depending on workload, freight and other related third-party services. Due to the recent COVID-19 related uncertainty, the quoted lead time is strictly estimation and for reference **ONLY**. **If your order is time sensitive, please ensure our sales is notified and an approval from our factory is granted in written.** Accordingly, MW is not responsible to any loss caused due to the lead time variation.

5. Due Diligence - MW provides engineering supports for the customer's order to achieve the highest standard of customer satisfaction. However, it is the customer's responsibility to ensure the designs and dimensions meet any specific requirements. Unless indicated, MW reserves the right to use certain design patterns in manufacturing to fulfil the order purpose. MW will not take any responsibilities for any liability caused by the design which is confirmed by the customer.

6. Hand-made Nature - Customer needs to understand that MW customised products are made by hand and there may be marks from fabrication, handling, and weld penetration, which is not avoidable due to the nature of the material and being a hand-made product. A powder-coated finish is offered to the main panels for those wanting a smooth and easy to maintain the look.

7. Powder Coating Colour Options - The colours displayed in the cardboard colour chart are indicative only. They have been matched to indoor viewing and are as close to the actual product colours as modern printing techniques allow. Colour appearance may vary according to the light source.

8. Order Pickup - Please ensure the contact information you provided is accurate and updated. It is the customers' responsibility to pick up the items after receiving pickup notice from MW within 90 days. Any item that has not been picked up after this time being will be retained or sold by MW without notice and refund of deposit to the customer.

9. Product Return – Please consider your purchases carefully. The pre-made standard products can only be returned in unused, unopened condition with the intact package as sold. No “change of mind” refund for orders with customised items.

10. Privacy Policy - MW will not disclose any customer’s private information to any third party without consent. Such information may include but is not limited to: full name, contact phone numbers, address, Driver’s License details, bank account/card details etc. Information collected by a survey will only be used to improve customer service.

11. Before installation - It is customer’s responsibility to ensure the vehicle is in a ready condition for installation (e.g. tray/toolbox is empty and attachments are removed). Please do not leave any valuable items in your vehicle and MW will not take responsibility to the damage or loss of belongings left with the vehicle.

12. Vehicle Tub/Tray Removal - MW strongly recommends that the customer has any relevant item (the tub, the old tray, or style sides) of his/her vehicle removed, before coming for installation. **Should a customer wish MW to remove the item, MW takes no responsibility for any damage to the removed item.** Should a customer wish to keep the removed item, it is the customer’s responsibility to arrange disposal or proper transport home. **Any items as above left uncollected for over 7 days after the vehicle is picked up will be disposed without further notice.**

13. Order Confirmation - Written confirmation replied to the email containing this document will act as a digital email signature confirming the design, dimensions, specifications, and terms laid out in this email. Do not reply with a go-ahead should you not want this to be the case.

I have read, understood, and agreed to the above terms and conditions.

Customer Signature: _____

Date: _____

***NOTE: WRITTEN REPLY TO THE EMAIL CONTAINING THIS DOCUMENT EXPLICITLY STATING CONFIRMATION OR GO-AHEAD IS SEEN AS AN EMAIL SIGNATURE DATED BY THE CORRESPONDENCE**