



KOOLGLO MOTORSPORTS CORP
169 COMMACK ROAD – SUITE 142 – COMMACK, NY 11725
TOLL FREE: 800.964.0080 FAX: 631.462.5102

PRIVACY STATEMENT

KOOLGLO MOTORSPORTS CORP has created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses the information gathering and dissemination practices for this website service:

Personal Information: Neither KOOLGLO MOTORSPORTS CORP or any of our client websites request any personal information or collect any information that personally identifies you or allows you to be personally contacted, except in the case of orders for the purpose of shipping and customer service. Since we do not collect any personal information, we do not share any personal information with any third parties nor do we use any personal information for any purposes other than to contact our customers.

Contacting the Web Site: If you have any questions about this privacy statement, the practices of our service, or your dealings with this us, you can contact us by [Clicking Here](#).

SECURITY

Shopping Cart Secured By VErSign

Our ordering system provides state-of-the-art security, including Secure Socket Layer encryption for sensitive credit card information. Our shopping cart is secured by VeriSign, the number one credit card security service on the Web.

FRAUD PROTECTION & PROSECUTION

In order to protect our customers, various payment providers and ourselves, we have adopted a ZERO TOLERANCE policy for all attempted fraudulent activity. This includes, but is not limited to, contacting the following agencies upon receipt of any fraudulent or possibly fraudulent orders or claims:

- * Local Police - Area Where IP Address is Listed
- * Postal Police - Internet Crime Services
- * FBI - Internet Crime Unit
- * Credit Card Fraud Investigation Unit of Issuing Bank
- * Credit Card Issuer's Central Security (VISA, MC, AMEX, DISC.. etc.)
- * Shipping Courier Authorities (Proof of Delivery)
- * International Authorities - United Nations Commission on International Trade Law & Criminal Activity (UNCITRAL)

If you believe you have been the victim of fraud, please contact your bank immediately and notify them of the charges to your account. Under Federal Law, you are only liable for a maximum of \$50 on all fraudulent charges to your account.

If you are attempting to file a fraudulent shipping-damage claim, or a non-delivery complaint when merchandise has actually been delivered, the same reporting scenario stated above will apply.

Our secure servers record and monitor all Internet activity involving our site, and all communications (including orders) are archived for future reference. Our software collects IP information, which tells us the exact physical location of the computer from which the order was placed and what e-mail account was used, as well as other pertinent information. We use this information only when a crime has been committed, or when we suspect a crime is about to be committed. This information is released only to proper law enforcement and fraud investigation agencies, and the credit card issuer, in order to aid them in locating, capturing, and prosecuting the perpetrators of Internet fraud.

SHIPPING TIMES

NOTE: Orders under \$75.00 and those going to PO boxes or non-US military addresses, may require up to a week to ship. Shipments to foreign military addresses will require an additional service charge. All other orders are normally shipped within two business days following receipt of confirmed payment (we do not process or ship orders on weekends or holidays). Credit card payments are considered confirmed upon receipt and/or credit card charge confirmation. Payments under \$200.00 made by cashiers check or certified check are considered confirmed upon receipt. Orders paid for by check will be held for a minimum of 14 days before shipping is scheduled (see our Mail Payment Policies for more information on check payments). Because of counterfeiting and the possibility of payment stoppage on cashiers checks, certified checks, the same 14 day holding period now applies to orders over \$200.00 paid in this manner.

OUR LOCATIONS

Please understand that all of our warehousing and shipping facilities are located on the East Coast and the West Coast of the US, as this will influence shipping times, depending upon your location.

PROBLEM?

It is our sincere intention to offer you the most efficient and friendly service we possibly can. If you believe you are having a problem, please contact us as quickly as possible, and always include the order number in the subject line of your inquiry. Your complete and rapid satisfaction is our driving force. To help us achieve this goal, please try to be as detailed and precise in your correspondence as possible. You will find the policies stated here and in our payment instructions, to be helpful. In our communications with you, we strive to be courteous and helpful at all times. A polite and calm approach solves many problems. We do not respond positively to rude, profane, accusatory, or overly demanding messages. Your patience and adherence to standard business conduct will minimize delays in processing your request. We have only the greatest respect for our customers, and hope to earn yours as well.

TYPOGRAPHICAL & OTHER ERRORS IN TEXT & PHOTOS

We take great pains to avoid placing incorrect descriptions and / or photographs on our sites. In many cases, manufacturers may provide descriptions and specifications used in competitive national media, that may tend to be misleading to the casual reader. If you do not understand the claims made for a particular product, or its compatibility with your equipment, please write to our technicians at tech@koolglo.com. Other problems may be caused by simple human error (whether by the manufacturer or our own personnel). We cannot be responsible for errors in product descriptions or graphic depictions. We endeavor to correct all inaccuracies on our website as quickly as possible, and we appreciate customers who bring these to our attention. However, such discrepancies and inaccuracies in descriptions and/or graphics, consistent with manufacturer information, cannot be grounds for returns.

COMMUNICATING WITH US

For legal and record keeping reasons, we communicate only by e-mail. There is nothing that can be conveyed in a telephone call that cannot be conveyed in more detail in an e-mail message. Also, this allows us to have a record of everything that is said for future reference. In order to receive our best service, please make your e-mail inquiries as polite and informative as possible, and always include the order number in the subject line of your inquiry. We do not respond positively to rude, profane, accusatory, or overly demanding messages. In fact, such messages are typically referred to the proper law enforcement agencies, and to the sender's e-mail service provider with a formal complaint

PLEASE NOTE: We reserve the right to refuse any order for any reason and to refuse all future service to any customer we feel has not honored the above communication policy

THE USE OF SPAM FILTERS: Customer use of certain filter programs that are not compatible with efficient Internet business practices can cause problems in communicating with us. Programs that automatically block all e-mails except those already on an approved list and require a response by us for addition to that list, will often result in no response by us and future blockage of all e-mails from that customer. Such programs cause order confirmation notices and other legitimate messages from us to be blocked, and require us to spend time (money) investigating the situation and deciding if we should respond.

Since spammers are now imitating such messages, each instance requires, first a determination that the bounce message is legitimate and not a spam cover; second a confirmation that the writer is a legitimate customer and not someone seeking to confirm e-mail addresses for spam lists; and third to write back for approval. And all of these processes must be repeated for each e-mail address from which it becomes necessary to write.

Our policies will soon be altered to simply refuse all such messages, as the time and inconvenience of dealing with them becomes less and less justifiable as a business expense. Consequently, if you feel it prudent to keep the lines of communication open, we strongly recommend that you disable any such filtering programs when dealing with us

INQUIRING ABOUT THE STATUS OF YOUR ORDER

As stated in the Order Confirmation Message you received, we ask that credit card customers wait at least Ten Working Days without receipt of their order before making an inquiry as to the status of a shipment. This is because most shipments will have been received by that time and, if there was to be any delay for any reason, we would have contacted you within Three Working Days of the date the order was placed. Please note that Working Days are Monday through Friday, not counting weekends or holidays. For information on standard shipping times click here. (If you did not receive an Order Confirmation Notice, this indicates that there is a problem with the e-mail address you entered on the order form, or that you placed a Mail-In-Payment order, for which confirmation notices are not sent). For orders paid by check, the waiting period will not begin until and unless payment is confirmed.

TRACKING NUMBERS

Our Policies do not allow for the issuance of Tracking Numbers upon request, until after Ten Working Days have passed since the order was placed or payment was cleared (see mailed-in payment holding policies below). If sufficient time has elapsed without receipt of your order, we will be happy to track it for you. Please always include the Order Number in the Subject Line of your e-mail when making any inquiries. NOTE: Some smaller orders, those going to PO boxes, and those to be shipped to US locations outside the lower 48 Continental US, are shipped via Priority Mail and have no tracking numbers.

IF YOU SEND PAYMENT IN THE MAIL

CHECK PAYMENTS: All orders paid for by personal check are held for a minimum of 14 days from the date of deposit before shipping can be scheduled. Please do not contact us to tell us that your check has cleared your bank. This will not speed up shipping of your order. Because of the costs involved, we cannot repeatedly contact our bank to see if a check has cleared. Failure of your bank to honor the check for any reason, will obviously void your order. If the check has not been rejected within 14 days of the date we receive it, shipping of your product will be scheduled for our next shipping date. If you require faster shipping, please pay by credit card.

NOTIFICATION OF SHIPMENT: We do not notify customers when an order is shipped. We offer a great deal of information on this page concerning shipping times, causes of delays, etc., in order to provide customers with a reasonable estimate of when an order will be shipped. And always, if there is a problem with a shipment following payment confirmation, you will be notified promptly.

DO NOT SEND CASH IN THE MAIL: Sending cash in the mail leaves you with no way to prove you have made payment, and we cannot be responsible for such payments. Along the way, mail passes through the hands of dozens of people, any one of whom can steal the cash or the entire piece of mail. There is also the possibility of mail being lost, in which case you have no way of retrieving your payment if you have sent cash.

CREDIT CARD PAYMENTS

If you pay by credit card, the shipping address must be within the US and must exactly match that on the credit card account. We no longer accept payments made with non-US credit cards, or for orders to be shipped outside the US. In order for shipment to be made to an alternate address, the address must appear as an authorized shipping address on the credit card account. All credit card charges and shipping addresses are checked with the issuing bank before the order is processed and/or shipped. In cases of suspicious activity, we personally call the issuing bank to inquire if the card / card number has been lost or stolen and to inform the legitimate card holder of the impending charge. Due to an enormous increase in attempted credit card fraud, repeated requests to have an order shipped to an address not listed on the account must be reported to the bank's fraud investigation unit. The following are several reasons why a credit card order may be delayed or refused:

- 1) A request to ship to an address not on the credit card
- 2) A request to leave the package unattended, without requiring a signature.
- 3) Orders for which the shipping address does not match the address on the credit card or PayPal account.
- 5) Orders for which the credit card charge is declined by the bank.
- 6) Orders placed using non-US credit cards or with delivery addresses outside the US (such orders are not accepted).
- 7) Orders to be delivered to Alaska, Hawaii, or foreign military addresses, for which the extra shipping charges have not been requested prior to placing the order.
- 8) Orders to be shipped to non-US military (APO, FPO, etc.) addresses. For all such orders, you must first contact us to determine the additional service charges, and understand that there will be a slight shipping delay.

COD SHIPMENTS / BARTERING / ON APPROVAL

We do not, under any circumstances or for any reason, ship COD, barter, "match" prices, or send merchandise "On Approval." These are non-negotiable policies. Please do not contact us with requests for exceptions to these or any other policies on this page.

PRICE CHANGES/DISCONTINUED ITEMS

All prices are subject to change without notice. If a price is raised for any reason after you have placed an order, you will be notified and given the opportunity to cancel the order. Items are often discontinued or dropped from our clients' assortments. This sometimes occurs while orders are being submitted or are being processed. We reserve the right to refuse any order for this reason.

ORDER CANCELLATION

Because of our rapid order processing, canceling a credit card order once it has been placed is almost impossible. Many orders over \$50.00, will ship within one business day (excludes weekends and holidays). These orders are processed immediately upon receipt and, once processed, cannot be canceled. Please be absolutely certain of your order before submitting it.

DAMAGED OR INCORRECT SHIPMENTS

All shipments should be opened and examined immediately upon receipt, in order to determine if they are damaged or contain incorrect merchandise. If a shipment arrives damaged, contact the carrier immediately (see UPS instructions below). The carrier (either UPS or USPS) is responsible for all damage that occurs during shipping. You must make a claim with the carrier as soon as possible after the damage is recognized. Please do not contact us, as we cannot help you in such cases. If the carrier claims to need our assistance, we will be happy to contact them directly.

EXCEPTION FOR NEON / LED PRODUCTS ONLY!

The ONLY exception to the above procedure is when the order is for NEON or LED underbody kits and replacement tubes. Again, All shipments should be opened and examined immediately upon receipt, in order to determine if they have been damaged during shipment. If damage is discovered, this should be reported to US (contact us) immediately. In the report to us (which must be made within five business days of receipt), you should include the following information:

- 1) The order number, customer name and address, and date the merchandise was received.
- 2) An exact description of the damage, including the tube(s) involved, their color and length (for example: "one 48" PURPLE tube was broken").

If we receive your report within five business days of delivery, and it is complete, we will initiate the UPS claim from our end. This can often save time dealing with UPS, and can often speed up delivery of replacements. If you do not contact us within five business days of delivery, or you contact us without including all the information requested above, your only recourse will be to deal with UPS yourself, and we cannot be involved in that negotiation.

Again, the service described above applies ONLY TO NEON OR LED PRODUCTS. Do not contact us in cases of damage to any other product, contact The Carrier.

INCORRECT SHIPMENTS

If a shipment contains incorrect merchandise (merchandise different from that on the original order form), Because of ongoing updates & development of products, we reserve the right to substitute items of equal or better quality at our discretion.

UPS Damage Claim Instructions:

If a UPS shipment arrives damaged, you should immediately contact UPS. Once we have shipped an order and it has been received, we have fulfilled our legal obligation and cannot negotiate with the carrier on behalf of the customer.

As we explain above, the best course of action is to immediately open and examine the contents of any shipment in the presence of the delivery person. If damage is detected, you can file a claim at that time and have the delivery person return the package.

If you have failed to do the above, the proper procedure is to immediately contact UPS, file a damage claim, then have UPS pick up the shipment and return it to us for damage replacement. We cannot get involved until and unless we receive the damaged goods back from UPS and have their approval to provide a replacement.

There are several ways to contact UPS for a damage claim.

To call or write UPS:

United Parcel Service, Inc.
55 Glenlake Parkway, NE
Atlanta, GA 30328
1-800-742-5877

(NOTE: UPS claims that it answers all online queries within 24 hours)

Only after you have filed a damage claim and the package has been picked up for return, should you contact us. Once we receive the returned merchandise and the claim has been approved by UPS, we will immediately ship a replacement. You should include the following information in your message to us:

- 1) The order number
- 2) The brand name(s), item number(s) and quantities of the merchandise being returned
- 3) The date the package was picked up for return
- 4) The exact nature of the damage
- 5) Your name, address and phone number

This will allow us to alert our warehouse to be on the lookout for the return.

Again, please understand that we cannot negotiate with UPS on the customer's behalf concerning a damage claim. Only after we receive the returned shipment can we become involved.

If you have problems gaining action from UPS, we suggest that you write UPS Chairman and Chief Executive Officer, Michael L. Eskew, at the address given above. You should send this communiqué via Registered Mail, with a Return Receipt Request for your records.

RETURNS/ADJUSTMENTS

RETURNS MUST BE AUTHORIZED. Please contact us before returning any merchandise. IF RETURNS ARE SENT WITHOUT AUTHORIZATION, OR TO THE WRONG ADDRESS, THEY WILL BE REFUSED AND RETURNED UNOPENED.

RETURNS: Generally, we authorize returns in only a very limited number of circumstances. Some categories, such as speakers, speaker boxes, drivers, and cables are not eligible for return in any case. See note on speakers, below. All returns will be for exchange only, for the same or similar product. Authorized returns must be made within 30 days of sale, and shipped at the buyer's expense. All returns will be thoroughly examined by our technicians to determine if the item has been opened or used. A technical report will be issued and copied to our legal department on items found to have evidence of having been opened or used. No exchange will be allowed on such items, and the owner must pay shipping in advance to have any such material returned to them after the examination. If a return is authorized, we are not responsible for installation or re-installation charges.

PLEASE NOTE: Claims that an order was placed by a family member without the knowledge of the primary card holder are not acceptable grounds for a return, unless the merchandise was delivered to an address other than that confirmed by the credit card issuer as an approved address on the credit card account.

TYPOGRAPHICAL ERRORS:

Errors in descriptions and / or graphic depictions are not acceptable grounds for a return. Please see Typographical Errors for more information.

TERMS: If authorized, and you choose to make a return, you must do so at your own expense, and this cost will not be refunded. The credit (if authorized) will be for the price of the item (not including the original shipping charge) less a 15% re-stocking fee. All returned merchandise must be in new and resaleable condition, in the original undamaged packaging (with no marks on the packaging)

If, after clearly understanding our return policies, you feel you can make a return, please contact us for a Return Authorization Number and the proper return address. Returns made to any other address, or without a Return Authorization Number clearly displayed on the outside of the package, will be refused.

SPEAKERS: Because problems with speakers and loaded speaker boxes are almost always caused by misuse, abuse and/or faulty installation, we cannot and do not offer return or exchange on these items. However, most speakers and loaded speaker boxes include factory warranties. If you have a problem with a speaker or loaded speaker box, do not contact us, contact the manufacturer. If the contact information for the manufacturer is needed, let us know. We will be happy to supply it.

Be aware of the fact that all woofer, midrange, and tweeter factory warranties are contingent on the proper operation of the unit in conformity with the specifications provided by the manufacturer. The factory warranties this equipment only if there is no evidence of abuse: clipping distortion, burnt or detached voice coils, physical damage, etc. Be certain with your claim that you have installed and operated the equipment correctly, to avoid any problems with the manufacturer service center. See our tech pages for hints on avoiding clipping distortion; mainly having adequate amplifier power, the most common reason why speakers are damaged.

ADJUSTMENTS: Any reports concerning shipment shortages, wrong items shipped, and/or other order discrepancies must be received within 30 days of sale, in order to be considered.

WARRANTIES

When deciding on what equipment you wish to order, please remember that each piece of equipment has definite limitations. This accounts for the different prices. No reasonable person expects to get \$500.00 performance from a \$25.00 speaker connected to a \$50.00 amplifier. Marketing hype notwithstanding, it is always true that you get what you pay for. We try to give you the best possible value in all categories, but to some degree, expectations must match price. All merchandise is guaranteed to be in new and workable condition when delivered. If you discover that merchandise is damaged in shipment, notify the carrier immediately. They are responsible for this part of the transaction. If the unit is found to be operationally defective at any time during the warranty period, notify the manufacturer, to find out how to use your warranty rights. Most items sold are fully warranted by the manufacturer. We will gladly help you with this process if need be, but our clients' suppliers are all reputable national companies, and you should have no trouble.

FACTORY WARRANTIES: Warranties on amplifiers, speakers, speaker boxes, and most other products are issued from the manufacturer. The paperwork and warranty information for these

products should be included in the factory packaging. For repair or replacement of these products, buyers must negotiate directly with the manufacturers.

FOR ORDERS TO BE SHIPPED OUTSIDE THE LOWER 48 STATES

The shipping charges shown at checkout are for shipments within the lower 48 Continental US states ONLY. For shipments to Hawaii, Alaska, and foreign military addresses, please contact us before making payment to determine the shipping & handling charge on your order. Also, because our clients' warehouses ship only to addresses in the lower 48 Continental US states, all such shipments must first be shipped to our service center in New York, then re-packed and re-shipped via USPS to the non-Continental address. This adds to the shipping & handling charges and can delay final shipping for up to a week. We no longer ship to Guam, Puerto Rico or other US territories outside the continental US.

We are sorry, but because of the extreme expense in shipping and handling, we no longer ship subwoofers with large magnets (100 ounces and up) or speaker boxes of any kind to Alaska, Hawaii, or to foreign military addresses (APO, FPO, etc.).

FOREIGN MILITARY ORDERS (APO, FPO, ETC.)

Because our warehouses ship only via UPS, and UPS cannot deliver to foreign military addresses, note that there can be a delay of up to seven days before the order is shipped to its ultimate destination. We ship VIA USPS to any military APO, FPO, ETC addresses.

INTERNATIONAL ORDERS

We no longer accept any orders for shipment outside the US using an international credit card. The present economics of transportation make it prohibitively expensive to ship products outside the US. This, coupled with an enormous increase in international credit card fraud and payment counterfeiting, has forced us to discontinue all shipments to non-US locations. We sincerely regret this situation, and if at some future time the efficiency of transport and other circumstances make it possible, we will be happy to serve the needs of all the world once again.

COPYRIGHT NOTICE

The entire content of each website we represent, and of these pages, is under copyright. Reproduction, copying, publishing or use of photographs, illustrations, graphics, descriptions or text published on any of our client's sites or on these pages without expressed written permission is strictly prohibited.