

Important Information

Important Information for customers to The Company and users of Our Software.

All terms used in this document are defined within our Terms and Conditions which can be found on our website. Any confusion in terms and definitions should be deferred to the definitions present in our Terms and Conditions.

General Safety Warning

Any fitment information provided within Our Software is intended only as a quick reference guide to fitment information provided to direct you to the manufacturer's information. Consult the manufacturer publication(s) and/or website(s) for specific fitment and application information and other important information. This fitment information is based upon the stock version of the craft, vehicle or otherwise unit referenced and any accessory added or other modification could invalidate the quick reference information provided.

General Riding Safety Information

Riding motorcycles, ATV's, UTV's, snowmobiles, personal watercraft and any other power sport vehicles or otherwise units is a dangerous activity. When riding, always wear a helmet, eye protection, protective clothing, and any other protective equipment necessary for your own protection. There is no assurance that serious injury or death can be avoided even if you wear the safety products shown within Our Software and take all precautions to avoid every risk. Please ensure that any products you purchase fit property. Improperly fitting products can impair your ability to control your motorcycle, ATV, UTV, snowmobile, personal watercraft, power sport vehicle or otherwise unit.

Tire Safety Warning

Always maintain the recommended tire pressure. Under-inflated tires can overheat and fail. Do not exceed the manufacturer's maximum pressure shown on the tire. Follow the manufacturer's recommendations for maintenance and care of tires. Allow only trained personnel using proper equipment to maintain your tires.

Emissions and Noise Regulations

NOTE: The California Air Resources Board ("CARB") and/or the Environmental Protection Agency ("EPA") does not permit the use of aftermarket emissions-related part(s) that alter the performance of OEM emissions-related devices unless CARB has issued an Executive Order, other than on racing vehicles on closed courses. Check your local laws and manufacturer's information.

NOTE: Aftermarket products, including but not limited to exhausts, catalytic converters, oxygen sensors, fuel/air controller modules, air filter kits, camshafts, O2 eliminators, and carburetors and jet kits which alter, modify, or replace emission control devices or systems of an originally compliant highway motorcycle are not legal for sale or street use in the State of California unless they have been issued a CARB Executive Order. Aftermarket emissions-related products which have not been issued an Executive Order or which are not Aftermarket Replacement Parts, as defined in Title 13, California Code of Regulations, Section 1900(b)(2), are authorized for closed circuit race use only. Products shown may be designed, manufactured, intended and sold for closed circuit race use only and use of the same on public roads or lands may be a violation of local, state and/or federal laws. See manufacturer's information and state and local laws to determine what is authorized for your use on your vehicle.

Due to these regulations some of the products we offer which conflict with these regulations will have a designation under shipping information that we are unable to ship the respective product to California. Please understand that this means that we are unable to ship or sale these products to customers located within the state of California.

NOTE: Products shown may not conform to federal, state, or local emissions and/or noise regulations. Please check your federal, state, and local emissions and/or noise regulations before purchasing any of these products.

Southside Customs

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WARRANTY

There is no warranty on exhaust pipes and mufflers with regard to any discoloration. Discoloration (blueing) is caused by tuning characteristics and is not caused by defective manufacturing. See the Chemicals and Lubes section for products that will help prevent or remove blueing. Check your applicable laws and manufacturer's publication(s) and/or website(s) for manufacturer's warranty, maintenance, safety, mounting, and any regulatory compliance/non-compliance information.

Returns Policy

The Company allows returns on valid items with authorization required. To create a return claim (RMA Request) call us for an authorization number. All claims are subject to pre-evaluation before the purchasing customer returns their item(s). All claims are to be handled by the purchasing customer only. No freight or handling fee will be charged on returned goods found to be defective or not as ordered. Contact your Sales Representative or our Customer Service for additional information on our Return and Exchange Policy. All sales are final on discontinued and closeout items. All returns are subject to inspection for determination of credit. Mark authorization number prominently on outside of shipping label and send freight prepaid to:

Southside Customs
1853 Canova St SE
Palm Bay, Florida, 32909

You may reach our RMA department agents by sending an email to returns@southsidecustoms.net.

Title and Risk of Loss

Title to and Risk of Loss of products purchased shall pass from The Company to you upon delivery of such products to the carrier at the loading dock of The Company's facilities.

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Damaged Shipments

SIGN only for the number of packages received. Indicate DAMAGED when you sign for the material if it is damaged. KEEP the shipping carton. HOLD the goods. NOTIFY us by phone for instructions. Any DAMAGED goods MUST be reported within 10 days of date of invoice.

Product Overages/Shortages

If a product is missing, or if an(y) extra product(s) is/are included (but not ordered) in your shipment, please contact Customer Service. All overages/shortages must be reported within 10 days of receiving goods. Please have invoice number and number of packages received available.

Website Contents

We assume no liability for any errors in listings, specifications, part numbers, prices, model applications or otherwise product information. We reserve the right to change specifications, part numbers, prices, model applications or otherwise product information at any time without notice and without further obligation. The reproduction of any material from Our Software is forbidden without our written approval from an assigned representative within The Company and the controlling officer of The Company explicitly.

Product Warranties

We do not guarantee the items sold by us or warrant the merchantability or fitness for purpose. Manufacturers supply their own warranties and guarantees and most of them do not permit a wholesaler or distributor to make any adjustment, replace any part or accept for return or exchange any defective or unsatisfactory item. Please follow the guarantee or warranty instructions when provided by the manufacturer. Any damages arising from the design or manufacturing of any item are the sole responsibility of the manufacturer.

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Improper Care or Misuse

The Company shall have no obligation hereunder in the event the Goods have been modified by any other person or organization, or where the Goods become defective in whole or in part as a result of improper installation, improper maintenance, improper use, abnormal operation or any other misuse or mistreatment of the Goods.

Proof of Purchase

The Company shall have no obligation hereunder in the event the Purchasing Customer is unable to present a receipt evidencing the date on which the Purchasing Customer purchased the goods

Disclaimers of Warranties

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY MAKES NO WARRANTIES REGARDING THE PRODUCTS, AND HEREBY DISCLAIMS AND EXCLUDES ALL EXPRESS OR IMPLIED WARRANTIES REGARDING THE PRODUCTS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Any models, drawings, plans, affirmations of fact, promises or other communications by The Company with reference to the performance of the Goods are solely for the convenience of the Customer and shall not in any way modify the expressed warranties and disclaimers set forth herein. The purchase and sale of products is solely on the terms set forth herein. No party is authorized to make any warranties on behalf of The Company or to assume for The Company any other liability in connection with the Goods.

Consequential Damages

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING FROM THE BREACH OF ANY WARRANTIES, THE FAILURE TO DELIVER, DELAY IN DELIVERY, DELIVERY IN NON-CONFORMING CONDITION, OR FOR ANY OTHER BREACH OF CONTRACT OR DUTY BETWEEN THE COMPANY AND THE CUSTOMER.

Limitation of Actions

Any action resulting from the breach of any warranty contained herein The Company must be commenced in one (1) year after the cause of action is accrued. In no event shall The Company's total liability for any or all breaches exceed the purchase price of the Goods.

Trademark Attribution Statements

BAD BOY, BADLANDER, BLACKLINE, BOOM!, BREAKOUT, BUELL, CLASSIC, CONVERTIBLE, CROSSBONES, CRUISE DRIVE, CVO, CUSTOM VEHICLE OPERATIONS, DARK CUSTOM, DEUCE, DUO GLIDE, DYNA, DYNA GLIDE, DYNA WIDE GLIDE, ELECTRAGLIDE, EVOLUTION, FAT BOB, FAT BOY, FATHEAD, FORTY-EIGHT, FREEWHEELER, HARLEY, HARLEY-DAVIDSON, HARLEY DAVIDSON STREET, HD, H-D, H-DHERITAGE SOFTAIL, HERITAGE SPRINGER, HYDRA GLIDE, HUGGER, IRON 883, LIGHTNING, LOW RIDER, MILWAUKEE EIGHT, MUSCLE, NIGHTSTER, NIGHT ROD, NIGHT TRAIN, PROFILE, REVOLUTION, REVOLUTION X, ROCKER, ROCKERTAIL, ROAD GLIDE, ROAD KING, ROADSTER, SCREAMIN' EAGLE, SEVENTY-TWO, SOFTAIL SLIM, SOFTAIL, SPORTSTER, SPRINGER, STREET, STREET BOB, STREET GLIDE, STREET ROD, STURGIS, SUPER GLIDE, SUPERLOW, SUPERLOW 1200T, SWITCHBACK, THE TRICK SEAT, T-SPORT, THUNDERBOLT, TOUR GLIDE, TOUR-PAK, TRI GLIDE, TWIN CAM, TWIN CAM 88, TWIN CAM 88B, TWIN CAM 96, TWIN CAM 96B, TWIN CAM 103, TWIN CAM 103B, TWIN CAM 110, TWIN CAM 110B, TWIN COOLED, ULTRA CLASSIC, ULYSSES, V-FIRE III, V-ROD, V-ROD MUSCLE, VRSC, WIDE GLIDE, XR1200 AND XR1200X ARE REGISTERED TRADEMARKS OF THE HARLEY-DAVIDSON MOTOR COMPANY, INC., MILWAUKEE, WI, U.S.A.

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HARLEY-DAVIDSON® AND BUELL® MOTORCYCLE MODEL DESIGNATIONS ARE UTILIZED FOR REFERENCE ONLY:

EL, FL, FLD, FLDE, FLFB, FLFBS, FLH, FLHC, FLHCS, FLHCSANV, FLHF, FLHR, FLHRSE, FLHRC, FLHRS, FLHRSI, FLHRCI, FLHRI, FLHRSEI, FLHRSE2, FLHRSE3, FLHRSE4, FLHRSE5, FLHS, FLHT, FLHTI, FLHTC, FLHTCI, FLHTCSE, FLHTCU, FLHTCUI, FLHTCUL, FLHTCUSE, FLHTCUSE2, FLHTCUSE3, FLHTCUSE4, FLHTCUSE5, FLHTCUSE6, FLHTCUSE7, FLHTCUSE8, FLHTCUTG, FLHTCUTGANV, FLHTK, FLHTKANV, FLHTKL, FLHTKSE, FLHTKSANV, FLHTP, FLHTPI, FLHX, FLHXANV, FLHXS, FLHXSANV, FLHXI, FLHXSE, FLHXSE2, FLHXSE3, FLHXXX, FLRT, FLS, FLSL, FLSS, FLST, FLSTI, FLSTC, FLSTCI, FLSTF, FLSTFB, FLSTFBS, FLSTFI, FLSTFSE, FLSTFSE2, FLSTN, FLSTNSE, FLSTNI, FLSTS, FLSTSB, FLSTSE, FLSTSE2, FLSTSE3, FLSTSI, FLSTSC, FLSTSCI, FLT, FLTC, FLTCU, FLTCUI, FLTC ULTRA, FLTR, FLTRI, FLTRSEI, FLTRU, FLTRUSE, FLTRX, FLTRXS, FLTRXSE, FLTRXSE2, FXB, FXBB, FXBR, FXBRS, FXBRANX, FXCW, FXCWC, FXD, FXDB, FXDBI, FXDC, FXDCI, FXDI, FXDI35, FXDF, FXDFSE, FXDFSE2, FXDG, FXDL, FXDLI, FXDLS, FXDS-CON, FXDSE, FXDSE2, FXDWG, FXDWG2, FXDWG3, FXDWGI, FXDX, FXDXI, FXDXT, FXE, FXEF, FXFB, FX, FXLR, FXR, FXR2, FXR3, FXR4, FXRC, FXRDG, FXRS, FXRSE, FXRS-SP, FXRT, FXS, FXSB, FXSE, FXSBSE, FXST, FXSTI, FXSTB, FXSTBI, FXSTC, FXSTD, FXSTDI, FXSTDSEI, FXSTS, FXSTSB, FXSTSI, FXSTSSE, FXSTSSE2, FXSTSSE3, FXWG, K, KH, WL, WLA, XG 500, XG 750, XG 750A, XL, XL 883, XL 883C, XL 883L, XL 883N, XL 883R, XL1200C, XL1200CX, XL 1200L, XL 1200N, XL 1200R, XL 1200S, XL1200T, XL1200V, XL1200X, XL1200XANX, XLCH, XLCH, XLH, XLH 883, XLH 883C, XLH 883 HUGGER, XLH 1100, XLH 1200, XL 50, XLR, XLS, XLT, XR, XR1200, XR1200X, M2, X1, S1, S2, S2T, S3, S3T, FIREBOLT XB9R, LIGHTNING, LIGHTNING CITY X, XB9S, XB9SX, XB12CG, XB12R, XB12S, XB12SS, XB12X, 1125R, XB12XT, 1125CR, VRSC, VRSCA, VRSCAW, VRSCB, VRSCD, VRSCDX, VRSCF, VRSCR, VRSCSE, VRSCSE2, VRSCX AND BLAST.

Victory® is a registered trademark of Polaris Industries, Inc.

Victory model designations are utilized for reference only:

Boardwalk®, Cross Country®, Crossroads™, Victory Gunner®, Hammer®, Hammer S™, Hammer 8-Ball®, HighBall™, Victory Judge®, Magnum®, Victory Octane®, Vegas™, Vegas Jackpot®, Vegas 8-Ball®, Victory Vision®, V92C™, V92SC™, and V92TC™.

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Indian® is a registered trademark of Indian Motorcycle International, LLC.

Indian model designations are utilized for reference only:

Chief®, Chief Classic™, Chief Dark Horse®, Chief Vintage, Chieftain®, Roadmaster® and Scout®.

iPad®, iPhone®, iPhoto®, iPod®, iPod classic®, iPod nano®, iPod shuffle®, iPod touch®, MacBook®, MacBook Air® and PowerBook® are registered trademarks of Apple Inc.

DuPont™ and Kevlar® are trademarks or registered trademarks of E.I. du Pont de Nemours and Company.