

## SHIPPING PROCEDURE

### 1 CONTACT US

#### CONTACT US

PHONE: +351 233 425 265  
EMAIL: [assistencia@ndtuned.com](mailto:assistencia@ndtuned.com)

#### PROVIDE PERSONAL DATA

Name, Address, Taxpayer number,  
Contact (Phone, Mobile and email).  
Payment method

#### CHECK THE DATE OF COLLECTION

Mark the date of collection of the  
equipment with our technician  
and wait for confirmation.

### 2 DOWNLOAD

#### TECHNICAL ASSISTANCE FILE

On our website [www.ndtuned.com](http://www.ndtuned.com)  
go to the **Download** menu and  
on the Technical assistance tab.



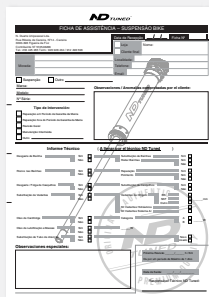
Download and print the  
Technical Assistance File  
referring to your equipment:

- Bicycle Suspension
- Bicycle Damper
- Mota Suspension
- Shock Absorber
- Telescopic Spigot

### 3 FILL

#### TECHNICAL ASSISTANCE FILE

In the Technical Assistance File  
fill the top of the file, according to the  
anomalies that are detected.



Fill  
by customer



### 4 PACKAGING

Get a shipping carton and protective  
plastic with air bubbles.

Wrap the equipment in the protective  
plastic and place it inside the box  
along with the Technical Assistance File  
completed.

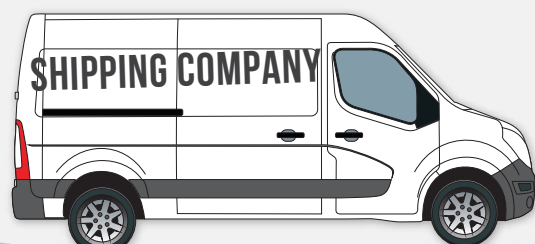


Ensure that the equipment fills the  
space perfectly to reduce possible  
damage during shipping.

\* ND Tuned is not responsible for damage  
incurred during shipment.  
The shipment of disassembled equipment will  
be of the integral responsibility of the customer.  
ND Tuned is not responsible for the lack of parts  
in the reception of the disassembled equipment,  
being in loose parts.

### 5 SEND

WAIT FOR CARRIER AND DELIVER  
THE EQUIPMENT.



## PAYMENT OPTIONS

Indicate the payment option when ordering collection.

### BANK TRANSFER

After receiving the value of the Technical Assistance by email you must make the payment and send the proof to: [assistencia@ndtuned.com](mailto:assistencia@ndtuned.com)

Once the confirmation of payment has been checked, the equipment will be sent.

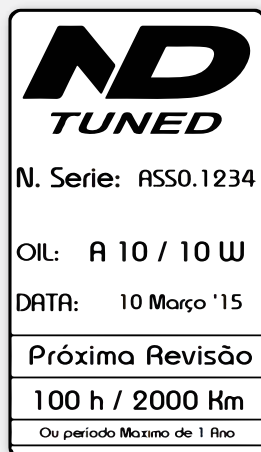
NAME: N. Duarte Unipessoal, Lda  
IBAN: PT50 0036 0076 99100066679 30  
SWIFT/BIC: MPIOPTPL

### SHIPPING TO COLLECTION

You must make payment to the carrier upon receipt of the equipment.

This option will add € 2 in addition to € 10

## ND TUNED GUARANTEE AND CERTIFICATION



WARRANTY ND TUNED SEAL

Serial Number of Technical Assistance

Type of oil

Date of Intervention

Recommendation of the next review

### WARRANTY ND TUNED SEAL

All the interventions of ND Tuned technicians are guaranteed.

The guarantee will be triggered after analysis and evaluation of the equipment where it is verified that the anomaly occurs due to our intervention and not by transfer of material.

All equipment that has been operated by qualified ND Tuned technicians will be assigned a serial number identified by the ND Tuned Warranty Seal.

The ND Tuned Warranty Seal confirms the technical assistance of our technicians as well as the indication of important data. (Serial Number, Oil Type, Date of Intervention and Recommendation of the next revision).

The removal of the ND Tuned Warranty Seal invalidates the warranty of the service provided.

