

1. General

This terms and conditions is affecting all of Fekzen AB's ("The Company") clients ("The Client") and is published on the homepage www.fekzen.se and in the webshop shop.fekzen.se.

If a dealer agreement or offer struggles against this terms and conditions does the agreement or offer apply.

2. Products and Services

The products and services offered by the company is represented on the company's website www.fekzen.se and in the webshop shop.fekzen.se.

The company is offering products and services at customizing software for electronic engine management systems.

The company has the right to deny orders which the company in any reason cant deliver.

3. Orders

All orders is sent by email to info@fekzen.se or is placed directly in the webshop, shop.fekzen.se.

3.1 Tuningchip order

When ordering a tuningchip the client has to supply the company all information needed such as car model, engine model, ECU-number, custom changes etc.

The client is also needed to supply the company with any custom queries about how the remapping should be made such as revlimiter etc

3.2 E85 Tuning chip order "Ethanol Conversion"

When ordering this product the client has to supply the company with the same information as in paragraph 3.1.

The client also has to inform the company of any changes made by the fuel supply system, such as injectors and fuelpressure regulator etc.

The company will support the client with information about which hardware upgrades is needed to make the Ethanol conversion.

3.3 Turbo chip order "Turbo conversion"

This paragraph is concerning software remapped for overboost with Turbocharger or Supercharger.

When ordering this product the client has to supply the company with the same information as in paragraph 3.1.

The client also has to supply the company with information about which hardware changes and upgrades has been made on the engine. The client has to supply the company with information about changes such as injectors, MAF, Turbo or Supercharger, fuel, boostpressure etc.

The client is in need to use an adjustable fuelpressure regulator. This is giving the client the opportunity to rise and lower the fuelpressure to make the mixture perfect. When using the LiveChip, there is no need of an adjustable fuelpressure regulator.

The company will support the client with information about which hardware upgrades is needed to make the Turbo conversion.

4. Delivery

All orders is shipped within a week from the order is placed as long as there isnt anything else agreed or communicated. The shipping is made from Sweden, Europe and we are shipping world wide!

5. Changes and cancelations of an order

5.1 Cancelation of an order

To make a cancelation of an order, the client has to immediately contact the company. When the company has not yet began with the order, an order may be canceled without any charge. An order can not be canceled after the order has been shipped.

5.2 Changes in an order

The client has the possibility of informing the company of changes without any extra charge if changes is made before the company has been start working with the order.

5.3 Corrections and changes made after an order is shipped

The company offers the possibility of making changes after an order is shipped as per clients requests. Contact the company by email for a cost suggestion.

The company is responsible to deliver a software which works to drive normally with good drivability.

The company is not responsible to make the air fuel ratio 100% perfect when an engine is Ethanol converted or Turbo / Supercharger converted. The client has to finetune the mixture himself with the adjustable fuelpressure regulator.

The company is offering free software updates if the mixture is so rich or lean that the client cant finetune it with the adjustable fuelpressure regulator.

When the client needs an update of the software due to an upgrade of the hardware or there is more information given to the company afterwards which wasnt known at the time of the order was placed, the company will charge an extra cost of the changes.

6. Payments and Offerings

6.1 Offerings

The offerings of the company for the products and services is included with prices in the webshop or by special offerings made with the client when the order is placed.

6.2 Payment

Payment is made directly in the webshop by different payment methods such as Paypal, Visacard form or banktransfer.

When orders is made by email the client has to make the transfere before the order is shipped. We accept paypal or banktransfere.

Terms and conditions

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7. Responsibility

The client is responsible for the condition of the engine and the vehicle so that it can handle the higher poweroutput and the software and hardware changes that has been made.

The company is responsible to deliver a well proven software with settings that is well proven in similiar vehicles before, if there isnt something els negotiated when the order is made.

No liability will fall on the company for any damages that may occur with the engine and/or the vehicle.

The only responsibility the company has is to deliver a well proven software. When the company offers a new developed software the client will be notified when the order is made.

7.1 Extended responsibility at Ethanol conversions / E85 chip

The client is responsible for any damages that may occur when running the engine on a fuel which the engine is'nt developed for.

7.2 Extended responsibility at Turbo conversions / Turbochip

The client is responsible for any damages that may occur when the engine is overboosted by turbo or supercharger. The client is responsible to make sure there is'nt knocks as well as make sure that the fuel mixture is correct.

No liability will fall on the company for any damages that may occur with the engine and/or the vehicle. The Company supplies "the tools", a software, with retarded ignition to make it possible for the client to run the engine with higher margin to knocks and run more safe than with a stock engine management software.

The Company will only give the Client advices in how much boost pressure the engine will support based on eartlier projects, while it's the Clients responsibility to measure the boost pressure and listen for knocks so that the boost pressure level is'nt too high and may cause damages.

The Company is also providing remapping of the fuel maps based on the clients setup, which the client has supplied the Company with when the order was made. The Client is responsible to make sure that the fuel mixture is correct and doesnt run too lean or too rich so that it may cause damages.

The Client has to use an adjustable fuelpressure regulator which gives the Client the possibility to finetune the mixture by himself. Also the Client is responsible to use gaugesensors to make sure that the fuel mixture and boostpressure is in control while driving.

7.3 Limitation of responsibility

The reliability of the Company is limited to direct damages which is caused by purpose, fault or mistakes. Regarding faults in delivered services or products, the Companys total fine of the fault is limited to a value of 100% of the value of the service or the product.

The Company takes no responsibility of the remapping with LiveChip since the client is able to make software changes by himself.

8. Support

The Company provides free support regarding the products and services by email.

9. Force majeure

If the Company is prevented to fulfill its services as per the agreement or an offer caused by circumstances which the Company could'nt control, such as electricity failure, storm, fire, regulatory decisions, court decisions or by circomstances which is'nt noticed here which the Company couldnt predict, shall this free the Company of fulfillment of offering the service.

10. Changes in Terms and Conditions

The Company has the right to make changes in the terms and conditions without notifying the Clients.