



Sound-Shield

Q-Mat Product Warranty Policy

Mongoose provides a 6 month limited product only warranty which commences from date of despatch from our warehouse.

If, upon examination by Mongoose or appointee, the product is found to have a manufacturing defect, Mongoose will offer replacement material free of charge or Mongoose may, at their discretion, offer a refund of the material cost.

As Mongoose has no control as to the use of this product, where it is used, how it is used, storage conditions, surface preparation or application methods, no guarantee as to the resulting effect is offered or implied. Recommended methods of preparation and application are published on the Mongoose website.

Mongoose's liability for claims of any kind is strictly limited to the Q-Mat material and excludes all and any other costs.

Mongoose accepts no responsibility in the disassembly, application or re-assembly of the vehicle.

Product Returns Policy

For wholesale purchases made directly from Mongoose, returns will only be accepted due to faulty manufacture. Any returns must be within 30 days of receipt of your order from Mongoose and initially a 'request for return' must be applied for prior to the products return.

Any Q-Mat product that is deemed to be faulty in manufacture will be eligible for product replacement, exchange for other goods that are supplied by Mongoose or a refund.

Mongoose reserves the right to charge a 15% restocking fee for items returned for reasons other than faulty manufacture and are not in original condition, are marked or blemished or with incomplete parts or packaging.

Please note that freight charges are not refundable unless it was a mistake of Mongoose.

For retail purchased Q-Mat products returns will only be accepted due to faulty manufacture or there is a genuine reason for return that concerns product suitability.

For retail purchases from Mongoose or one of its dealers, please consult that retailer for their terms and conditions for returns with reference to the 'Sales of Goods Act' or other pertinent law(s).

Please note that we do not accept returns on any of the following:

- Products that have been used or tampered with
- Products are incomplete
- Products not in their original packaging
- Products used in a way not recommended by Mongoose
- Original packaging is damaged
- Improper packaging of returned goods that may have caused damage