



# Terms of Service

EDGEDEN Auto Solutions

*Last Updated: January 15, 2026*

## 1. Agreement to Terms

By accessing and using the EDGEDEN Auto Solutions website and services, you agree to be bound by these Terms of Service. If you do not agree to these terms, please do not use our services.

## 2. Use of Services

### 2.1 Eligibility

You must be at least 18 years old to make purchases on our platform. By placing an order, you confirm that you are of legal age and have the authority to enter into this agreement.

### 2.2 Account Registration

- You are responsible for maintaining the confidentiality of your account credentials
- You must provide accurate and complete information during registration
- You are responsible for all activities that occur under your account
- Notify us immediately of any unauthorized use of your account

## 3. Products and Pricing

### 3.1 Product Information

- We strive to provide accurate product descriptions, specifications, and images
- Product availability is subject to change without notice



- We reserve the right to limit quantities or discontinue products
- All parts are genuine or OEM-equivalent unless otherwise specified

### 3.2 Pricing

- All prices are displayed in the applicable currency and may be subject to change
- Prices do not include shipping, handling, or applicable taxes unless stated
- We reserve the right to correct pricing errors
- Payment is required at the time of order placement

## 4. Orders and Payment

### 4.1 Order Acceptance

- Your order constitutes an offer to purchase
- We reserve the right to accept or decline any order
- Order confirmation does not constitute acceptance
- Acceptance occurs when products are shipped or made available for pickup

### 4.2 Payment Methods

- We accept major m-pesa, credit cards, debit cards, and other specified payment methods
- Payment must be authorized before order fulfillment
- You warrant that you have the legal right to use the payment method provided

### 4.3 Order Cancellation

- Orders may be cancelled before shipment
- Cancellation requests must be submitted through our customer service



- Once shipped, standard return policies apply

## 5. Shipping and Delivery

### 5.1 Shipping

- Shipping times are estimates and not guaranteed
- We are not responsible for delays caused by shipping carriers or customs
- Risk of loss transfers to you upon delivery to the carrier
- Shipping costs are non-refundable unless the error was ours

### 5.2 Delivery

- You must provide accurate shipping information
- Failed delivery due to incorrect information is your responsibility
- Signature may be required for certain deliveries
- International shipments may be subject to customs fees and duties

## 6. Returns and Refunds

### 6.1 Return Policy

- Products may be returned within 30 days of delivery
- Items must be unused, in original packaging, and in resalable condition
- Electrical and certain automotive parts may not be returnable once installed
- Custom or special-order parts are non-returnable

### 6.2 Return Process

- Contact customer service to initiate a return
- Return authorization number required



- Customer is responsible for return shipping costs unless product is defective
- Refunds processed within 7-14 business days of receiving returned items

### 6.3 Defective Products

- Defective products will be replaced or refunded at no cost
- Report defects within 7 days of receipt
- We reserve the right to inspect returned products
- Warranty claims handled separately under warranty terms

## 7. Warranties

### 7.1 Product Warranties

- Products are covered by manufacturer warranties where applicable
- Warranty terms vary by product and manufacturer
- We are not responsible for manufacturer warranty claims
- Installation issues are not covered under product warranties

### 7.2 Disclaimer

- Products are sold "as is" except where warranties apply
- We do not warrant that products will meet your specific requirements
- We are not liable for incorrect part selection
- Professional installation is recommended for all automotive parts

## 8. Limitation of Liability

### 8.1 Liability Cap

- Our liability is limited to the purchase price of the product
- We are not liable for consequential, incidental, or indirect damages



- This includes damages from improper installation or use
- Some jurisdictions do not allow liability limitations

## 8.2 Exclusions

We are not responsible for:

- Damages caused by improper installation
- Compatibility issues with your vehicle
- Labor costs for installation or removal
- Vehicle damage resulting from part failure
- Loss of use or business interruption

## 9. Intellectual Property

### 9.1 Ownership

- All content, logos, and trademarks are owned by EDGEDEN Auto Solutions
- Product images and descriptions may be owned by manufacturers
- You may not use our content without written permission
- Unauthorized use may result in legal action

### 9.2 User Content

- You grant us rights to use the feedback and reviews you submit
- You warrant that your content does not infringe third-party rights
- We may remove user content at our discretion

## 10. Privacy and Data

### 10.1 Privacy Policy

- Your use is governed by our Privacy Policy
- We collect and use data as described in our Privacy Policy
- You consent to data collection and processing



## 10.2 Communications

- You consent to receive transactional emails
- Marketing communications can be opted out of
- We may contact you regarding orders and service updates

## 11. Technical Support and Product Guidance

### 11.1 Product Information

- We provide general product information and guidance
- We are not responsible for part selection or compatibility
- Consult a qualified mechanic for professional advice
- Installation should be performed by qualified technicians

### 11.2 No Professional Advice

- Our staff provides information, not professional mechanical advice
- We recommend professional installation for all parts
- Verify compatibility before purchase

## 12. Prohibited Activities

You may not:

- Use our services for illegal purposes
- Attempt to gain unauthorized access to our systems
- Interfere with the proper functioning of our website
- Collect user information without consent
- Resell products as new if they have been used or installed
- Make fraudulent purchases or chargebacks

## 13. Governing Law



The laws of Kenya govern these terms. Disputes will be resolved in the courts of Kenya. If any provision is found unenforceable, the remainder stays in effect.

## 14. Modifications

We reserve the right to modify these terms at any time. Changes take effect upon posting. Continued use constitutes acceptance of modified terms. Material changes will be notified via email or posted on the website.

## 15. Termination

We may terminate or suspend your access at any time for violation of these terms. Upon termination, your right to use our services ceases immediately. Provisions regarding liability, warranties, and intellectual property survive termination.

## 16. Entire Agreement

These terms, along with our Privacy Policy and any additional policies, constitute the entire agreement between you and EDGEDEN Auto Solutions.

## 17. Contact Information

For questions about these Terms of Service:

**EDGEDEN AUTO SOLUTIONS**

Email: [edgedenautosolutions@gmail.com](mailto:edgedenautosolutions@gmail.com)

Phone: +254740231633

Address: Nairobi, Kenya

By using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.