

General Terms & Conditions

The description of the products whether by photograph, written statement or illustration, is included for the purposes of demonstration only and does not form part of the contract.

The use or deal of Tonfly trade marks logos or any descriptions of our products catalogues or the text or images on the website, are allowed only after approval from Tonfly
Tonfly owns and asserts all its intellectual property rights in all such items.

Orders can be placed by using our on-line order form, and payment must be done at the time the order is placed. Payment can be done by Credit Card (no extra fees), Bank Transfer (10€ surcharge on payments from outside EU) or PayPal (surcharge of 4,5 % on the total amount).

Prices quoted are ex factory and shipment, insurance and VAT charges if applicable will be added at cost. Prices are only provided on the website as a guideline and may vary at any time.

Prices will only become fixed on acceptance of order unless agreed otherwise.

All prices displayed on Tonfly website are VAT excluded. If a product is being exported outside mainland Slovakia, client will be responsible for obtaining any licences and for complying with any legislation or regulations required for the importation of the goods to the requested destination and for payment of any taxes or duties. For full details on export orders please discuss this with the customer service at the time of order.

Tonfly will endeavour to deliver a standard item within the estimated delivery times stated on the web site . Orders must be accompanied by advance payment. Orders with payments not promptly done may experience delays. Tonfly will arrange shipment to the address given on the order. Risk in the item passes to the client once it leaves the factory. In the event that client does not collect the box without having informed TonFly before , will be responsible in paying for the reshipment.

Please note that customized products are likely to increase the manufacturing time by a few weeks, Tonfly will endeavour to give its clients a clear indication of when they can expect the delivery of the product, when they place the order. Tonfly cannot accept cancellations once the order has been processed and the item dispatched from the factory.

In case of products ordered with custom or special design, Tonfly will only accept cancellation at its complete discretion, and then only within 2 weeks of receipt of date of order, to qualify for a refund.

If Tonfly has already started to work on the product, we cannot guarantee that a refund will be made. In any event, the company will always retain 40 Euro administration charge on all refunds and the processing costs for the started job.

Tonfly does not accept cancellations For Rush Orders

In case of returning a standard product, such as a standard size suit and with no extra logo or a helmet painted in black matt or in white gloss , for any reason, client must advise the company within 10-days from the date of reception of goods.

Please note that refund will exclude any postage and packaging charges and the administration charges unless the product is shown to have been faulty at the time of leaving the factory. Tonfly will only accept returns on custom products if they are shown to have been faulty at the time of leaving the factory. Tonfly is not obligated to inform the customer during the processing of order about any structural changes made to improve its products.

Tonfly is not liable for any injuries, loss or damage that may occur to you or your equipment.

All free prizes or discount vouchers issued by Tonfly for supported or sponsored events have a validity of 90 days from the day that the prize was won.. The coupon must be sent to tonfly@tonfly.com only from the winner of the prize and before that period of time as above. After 90 days, Tonfly considers the prize canceled and no more valid.

MEASUREMENTS

Tonfly is not liable in case of orders received with wrong measurements. In the case that it happens Tonfly engages in to fix or replace the purchased item and the repairment and shipment costs are charged to the customer.

Starting from January 2019, Tonfly will keep in archive each customer's measurements only until the end of the calendar year. Customers are responsible for submitting updated measurements, when these are older than 1 year.

Most of people's body conformation changes over one year, so having up to date measurements allows to build a more precise product and minimize the risk of having to adjust the fitting.

KNOW BEFORE ORDER YOUR SUIT

REPAIR/ALTERATION PROCEDURE:

- 1) In case of repairs or alterations done on a new suit, client must contact Tonfly or the official TonFly dealer from where the order was made , within 15 days of receiving the suit.

- 2) Client must Supply TonFly (or the dealer) with clear pictures showing him/her (whole figure) wearing the suit from different angles such as front, side and rear, and showing the parts of the suits where modifications and alterations are needed.

- 3) Client must Retake and submit to Tonfly all the measurements CORRECTLY, according to the measuring guide of the on-line configurators, click and read the info descriptions and see all the pictures for each measure.

- 4) Once Tonfly has approved the procedure be ok , it will inform the client about when sending the item to the factory, and by supplying an estimated date of completion.

- 5) Once Tonfly will verify that the alteration/s needed is/are due to something out of Tonfly control (ie:measurement error, error when ordering or for personal preference), Tonfly will quote the client the alterations needed according to the suit's measures and it will charge processing costs, plus material cost, shipping and taxes if applicable.

In the case of re-fit of the suit due to change in weight, client must send pictures showing (whole figure) him/her wearing the suit from the front, side and rear and send new measurements following carefully the measuring guide of the on-line configurators, click and read the info descriptions and see all the pictures for each measure. Once TonFly approves the procedure be ok , it will inform the client about when sending the item to the factory, and supply an estimated date of completion.

Tonfly will charge the client processing costs, plus material cost, shipping and taxes if applicable.

In the case of holes, cuts, broken parts due to abuse, harsh landings, wall burns, and old broken zippers or parts, please send pictures and Tonfly will inform the client about when sending the item to the factory also by supplying you an estimated date of completion. Tonfly will charge the customer processing costs, plus material cost, shipping and taxes if applicable.

KNOW BEFORE ORDER YOUR HELMET

REPAIR/ALTERATION PROCEDURE:

If you have a size matter, contact the customer service for return procedure. Re-take your forehead measure and supply us with pictures wearing the helmet.

If the return regards a standard color (black matte or white gloss) with no custom logo, Tonfly will engage to replace a new helmet in the correct size and shipment costs and taxes if applicable will be charged to the customer.

In the case of any repair, please send pictures showing the parts that needs to be fixed. Once Tonfly has approved the procedure, will inform the client about when sending the item to the factory, also by supplying you an estimated date of completion. Tonfly will charge the customer processing costs, plus material cost, shipping and taxes if applicable.

This contract will be governed by Slovak Law and will come under the exclusive jurisdiction of the Slovakian Courts.