

Shopping with LSK Electronics

Here you'll find answers about ordering, shipping, returns, product problems and personal data. We're a small company, and you can sort out most things directly with us at info@lskelectronics.com. These terms apply from 7 October 2026.

Where to send goods in the Czech Republic: LSK Electronics s.r.o., Luční 591, 345 62 Holýšov, Czech Republic. **We do not accept parcels at our registered office in Všenory.** If you want to return something to our partner warehouse in the USA, email us first for the correct address.

1 Terms of Sale

Who am I buying from?

You're buying from us, LSK Electronics s.r.o., company ID 21896712, VAT ID CZ21896712. Our registered office is at Květoslava Mašity 248, 252 31 Všenory, Czech Republic. We are registered in the Commercial Register held by the Municipal Court in Prague, Section C, File 407765. Our online store is at www.lskelectronics.com.

Do the same terms apply if I buy for a business?

Yes. For ordinary retail purchases, we offer private and business customers the same return and fault claim rules for their country. Resellers with their own contract follow their agreement with us. This does not limit any special legal rights you have as a consumer.

When does my order become binding, and can I change it?

Before placing your order, check the product, version, address and final price. You can still correct the details at this stage. After placing it, email us with any changes and we'll work through them with you. The sooner you contact us, the better the chance that we can still change your parcel.

By placing an order, you agree to pay for it. The sales contract is formed when you receive our confirmation email. The contract language is English. With the confirmation, we'll send you the terms for ordering, shipping, returns and fault claims, including the withdrawal form, so you can save them.

Can I cancel before you ship my order?

Email us as soon as possible. If you have a legal right to withdraw from the contract, you can use it before delivery too, without a handling fee. In other cases, we'll agree the cancellation with you and tell you about any fee in advance. Returns after delivery are covered in section 4.

How do I know if a product fits my motorcycle?

Check the product description. If you're unsure, send us your motorcycle's model and year. We'll help you choose. Follow the instructions when installing and using the product.

Can I use the product on public roads?

Only if we explicitly state that it is approved for road use. Otherwise, it is not intended for use on public roads. We make aftermarket accessories independently of motorcycle manufacturers. Unless we say otherwise, the product is not approved by the motorcycle manufacturer.

Use it for its stated purpose and follow local rules. You are responsible for incorrect installation or use. If the problem is with the product itself or our instructions, your rights against us remain unchanged.

What if we can't agree on a solution?

Email us first. As a consumer, you can also use out-of-court dispute resolution through the Czech Trade Inspection Authority: coi.gov.cz/informace-o-adr/. You can submit a request within one year of first raising your claim with us.

The terms in force when you place your order apply, including the Shipping and Payment and Returns and Product Problems sections. For consumer purchases, we do not state that all orders are governed only by Czech law. The rules for cross-border contracts determine which law applies. Any legal rights that we cannot limit take priority over our terms.

2 Privacy

Who is responsible for my personal data?

We are: LSK Electronics s.r.o., company ID 21896712, with our registered office at Květoslava Mašity 248, 252 31 Všenory, Czech Republic. For privacy questions, email us at info@lskelectronics.com.

What information do you need about me, and why?

To process your order, we need your name, contact details, delivery address and billing details. We also process your order contents, payment information and related messages. This lets us handle and deliver your order and help if something goes wrong. The legal basis is performing our contract with you. We cannot process your order without the necessary information.

We keep tax documents to meet our legal obligations. We keep relevant records for possible fault claims or disputes based on our legitimate interest in protecting our rights.

Who do you share my data with?

Only those who need it to provide a specific service:

- **Wix.com Ltd.** provides our website, and **Ecwid, Inc.** provides our Ecwid Store.
- **Base.com** helps us process orders. **ShipStars Inc.** handles shipments and returns at our partner warehouse in the USA.
- **Endora (Webglobe, s.r.o.)** provides email storage. We manage the messages ourselves.
- We also share the necessary information with **carriers, payment services, particularly Stripe and PayPal, and accounting service providers.**
- With your consent to marketing tracking, we also use **Meta Pixel**. We explain how it works below.

Will my data be sent outside Europe?

Yes. For shipments from the US warehouse, we send the necessary details electronically to the ShipStars system in the USA. Our website, store and marketing providers may also process data outside the European Economic Area (EEA), particularly in the USA, Canada and Israel. **The EEA consists of the EU countries, Norway, Iceland and Liechtenstein.**

For transfers to Israel, Wix relies on the European Commission's decision that Israel provides an adequate level of data protection. Ecwid's and Base.com's terms cover transfers using such a decision or the European Commission's Standard Contractual Clauses. You can email us for details of a specific transfer and a copy of the relevant safeguards.

How long do you keep my data?

- **VAT documents: 10 years** from the end of the tax period in which the transaction took place.
- **Basic order records and necessary messages: up to 5 years** from delivery, or from the date an order ends without delivery. We delete unnecessary information and attachments sooner.
- **Newsletter: until you withdraw your consent.** We keep proof of your consent and unsubscribe request only to the extent and for the time needed to show that we followed the rules and respected your choice.

Exceptions apply to necessary records where the law requires longer retention or a longer period of responsibility for product defects. For an open fault claim, inspection or dispute, we keep the records until the matter is fully resolved and related obligations are met. We then delete the data or permanently anonymise it so it can no longer be linked to you.

Will you send me marketing emails?

Only if you agree. Every marketing email includes a way to unsubscribe, or you can simply email us. Unsubscribing does not affect your order or the lawfulness of processing carried out before you unsubscribed.

Do I have to accept cookies to shop?

You do not have to accept optional cookies. You can accept or reject them in the cookie banner and change your choice later in the website's cookie settings. Rejecting them does not stop you from shopping or us from processing your order. Newsletter consent is separate.

Without your consent, we use only necessary cookies and similar storage, for example for the cart, login, security and remembering your cookie choice. We process related personal data to provide the service you requested or based on our legitimate interest in running a secure website.

What happens if I allow marketing tracking?

With your consent, Meta Pixel can track visits and shopping actions, measure advertising results and help target ads. It may send Meta information about pages visited, products viewed, shopping actions, cookie identifiers, your IP address and browser details. Meta may combine this with other data, such as your account information.

For users in the EEA, the service is provided by Meta Platforms Ireland Limited. Data may also be processed in the USA. Marketing tools may estimate your interests to choose ads. **We do not automatically reject orders**, and this estimate alone does not decide whether we accept an order.

How long do cookies last, and can I delete them?

Session cookies expire when the browser session ends. Wix states that its persistent cookies last up to 12 months, depending on their purpose. Ecwid's standard durations are up to 365 days for cart and login cookies, and 90 days for the Meta marketing cookie _fbp. Some technical records in local storage do not expire automatically.

You can delete cookies and local storage in your browser. This may log you out or empty your cart. A cookie's lifetime is not the same as the time a provider keeps your data. You can find more details in the [Wix cookie information](#), [Ecwid cookie information](#) and [Meta Privacy Policy](#).

Can I access, correct or delete my data?

Yes, email us. You can request access to and a copy of your data, correction, deletion, restricted processing and, where the legal conditions are met, data portability. You can object to processing based on legitimate interests, and you can object to direct marketing at any time. You can withdraw your consent. However, we cannot immediately delete records that we are legally required to keep.

We'll reply without unnecessary delay and within one month at the latest. If the law allows us to extend this by up to two more months, we'll explain why within the initial period. You can complain to the [Czech Office for Personal Data Protection](#) or the relevant authority in your country.

3 Shipping and Payment

How much will I pay, and how can I pay?

Before placing your order, you'll see the price of the goods, shipping and any taxes we collect at checkout. You can choose from the payment methods shown at checkout. We ship after payment unless we agree otherwise. We do not set your bank's exchange rates or fees. Possible import charges are explained below.

Where will my order ship from, and when?

We ship in-stock goods within 7 calendar days of receiving your order and payment. This applies to shipments from the Czech Republic and from our partner, ShipStars Inc., in the USA. Our US partner warehouse serves the USA and Canada. We give separate times for pre-orders and items ordered in specially.

Does that mean my parcel will arrive within a week?

No. One week is the time allowed for dispatch. Shipping and any customs clearance come after that. Transit time depends on the carrier and route. If your parcel is delayed or lost, email us and we'll help. We will deliver the goods within 30 days of the contract being formed unless we have agreed a different delivery time.

Will I have to pay duties or taxes on delivery?

A parcel crossing a customs border may be subject to customs duty, import tax and clearance fees. You pay these unless we explicitly state at checkout that they are included in the price or that we will pay them.

This also applies to shipments from the USA to Canada. Shipping from a US warehouse does not mean the goods are of US origin or automatically exempt from duties. Shipments from our US warehouse to a US address do not go through a new import clearance process.

What if my parcel arrives damaged or does not arrive at all?

Contact us. Please photograph any damaged packaging and, if possible, record the damage with the carrier. Not having a photo or damage report does not, by itself, remove your right to make a claim. For consumer purchases, we bear the shipping risk until you receive the goods. The legal exception is where you arrange your own carrier that we did not offer.

What if I don't accept the parcel and it comes back to you?

If the parcel comes back because you did not accept it or did not provide the cooperation needed for import clearance, we'll calculate your refund and send you a breakdown of costs. We may deduct only actual, documented and reasonably incurred costs that you are legally responsible for, especially shipping both ways and non-refundable customs or clearance charges. We do not charge the same cost twice.

For lower-priced goods, return shipping and customs clearance can cost more than the product itself. **We will never deduct more than the amount you paid us for that shipment. You will not have to pay anything extra.** We do not charge you these costs if they were caused by our mistake or the carrier's mistake.

Simply not accepting a parcel is not a substitute for telling us that you want to cancel. If you use your legal right to withdraw, the rules in section 4 apply, including a refund of the original standard shipping cost when you return the whole order.

4 Returns and Product Problems

I want to send something back. Which option applies to me?

- **The product works, but I don't want it or chose the wrong version:** return a working product within 14 days.
- **I want a different version:** exchange it. The costs are explained below.
- **The product is faulty, does not match its description, or you sent the wrong item:** make a fault claim. If the claim is valid, you do not pay the 10% return fee.

Not sure? Email info@lskelectronics.com and we'll help you choose the right process. The 14-day period for returning a working product does not limit the time you have to claim for a fault. If you have a legal right to withdraw within 14 days, you can use it for a faulty product too.

Returning a working product within 14 days

Can I return a product even if nothing is wrong with it?

Yes. Tell us within 14 days of receiving it that you want to return it. You then have another 14 days to send it back. The day you receive it does not count towards the first period. If one order arrives in parts, we count from the last part. Sending your notice on the last day of the period is enough.

Is there a return fee?

In the table, use the country where you normally live. For a business purchase, use the country of the business’s registered office. The location of our warehouse does not change the rules. Any better rights you have under the applicable law take priority.

Your country	Fee for returning a working product
EU, Norway, Iceland, Liechtenstein and the United Kingdom	No handling fee.
USA and all other countries	10% of the price of the returned product, where the applicable law allows it.

You pay the return shipping cost for a working product. No handling fee does not mean free return shipping. If your parcel crosses a customs border, also read the customs question below.

The EEA means the EU plus Norway, Iceland and Liechtenstein. The United Kingdom is not in the EEA, but we include it in the same no-handling-fee group for returns. **The EEA is not a single customs territory.** For example, a return from Norway to the Czech Republic may need customs clearance.

How do you calculate the 10% fee?

We use the price you paid for the returned product after any discount, excluding shipping and separately itemised taxes. For example, if the product price excluding those items is USD 100, the fee is USD 10. This is one handling fee. We do not add another flat fee for payment processing or restocking. Return shipping and any import costs are separate.

Can I return a product I have opened?

Yes. Opening the package and carefully checking whether the product fits is fine. You do not need the original box. Include the accessories and pack everything securely.

If you use a legal right to return the product, use or damage alone does not prevent a return. However, if you handle the product more than needed to try it out, we may deduct a proven loss in value. We will explain any such deduction. There is no flat fee just for opening the package.

If you do not have a legal right to return it and use our 14-day return offer instead, the product must be complete, undamaged and unmodified. Contact us in advance if it is in a different condition.

How do I return it?

- **Email us** with what you want to return and your order number. We’ll send you the correct address and shipping instructions. You do not need our approval or a reason to use your legal right to withdraw. A clear notice is enough.
- **Pack the product and accessories**, and include your order number so we can identify your parcel.
- **Send it within 14 days of your notice** and keep proof of dispatch. The Czech address is LSK Electronics s.r.o., Luční 591, 345 62 Holýšov, Czech Republic. We’ll confirm our US partner’s address with you. Do not send parcels to our registered office in Všenory.

What if my return goes through customs?

This can happen, for example, when returning goods from Canada to the USA or from the USA to the Czech Republic. An ordinary return within the USA or within the EU customs territory does not have this issue. Your country group in the table is not the only factor. The parcel's actual route matters too.

If you use our return or exchange offer and do not have a legal right to withdraw, **you pay for shipping, import clearance, taxes and duties**. Agree a DDP (Delivered Duty Paid) shipping arrangement with us beforehand. This means you arrange payment of all import charges, so neither we nor our partner warehouse have anything to pay on receipt. We or our partner may refuse a parcel with charges still to pay.

If you return goods under a legal right, for example from Norway or the United Kingdom, we'll agree shipping and customs arrangements that preserve your rights. We will not make DDP or charges that the law does not allow a condition of that right. **For a valid fault claim, we pay the necessary shipping and import costs.**

Before sending an international return to the US warehouse, agree the customs arrangements with us. Our partner warehouse cannot handle the customs formalities for you. If you're unsure, contact us before shipping. You can still give notice of legal withdrawal without waiting for our reply.

Can you arrange collection of my parcel?

Yes. Send us the address, parcel dimensions and weight. We'll get a price for that location and tell you what it includes. We'll book collection only after you agree. If we later move the goods from the US warehouse to the Czech Republic ourselves, we will not charge you extra for that move.

How much will you refund, and when?

1) EU, Norway, Iceland, Liechtenstein and the United Kingdom

We refund the price of the returned goods **without a handling fee**. We inspect the returned product, but the inspection does not extend the legal refund deadline.

We refund you without unnecessary delay, and within 14 days of your notice at the latest. We may wait until we receive the goods or proof that you have sent them back, whichever comes first. **If we offered to collect the goods ourselves, we refund you within 14 days of your notice even if the parcel has not arrived yet.**

If you return **the whole order**, we also refund the cost of the cheapest standard shipping option we offered. If you return **only some items**, we do not refund the original shipping cost if shipping the items you keep would have cost the same. If it would have cost less, we will settle any difference under the applicable rules. We may take account of the loss in value explained above.

2) USA and all other countries

We refund the price of the returned goods **minus the 10% fee**, after receiving and checking the return, and within 14 days of receiving it at the latest. This also applies if we arranged collection for you. We do not refund the original shipping cost. If the law gives you better return rights or an earlier refund, we follow those rules.

Our partner warehouse in the USA receives the parcel, checks its contents and lets us know it has arrived. We do not wait for the product to reach the Czech Republic before issuing your refund.

For both groups

We refund you through the same payment method, or another method if agreed, at no extra cost to you. We handle any taxes we collected according to tax rules. We do not refund duties or fees you paid directly to an authority or carrier.

You've sent my refund, but I can't see it yet. What should I do?

Stripe, PayPal or your bank may take several working days, sometimes longer, to credit the money. We cannot directly control this processing time. Email us and we'll check the status. This does not change your legal rights or the refund deadlines.

Can I return a custom-made product?

A product we make or modify to your individual requirements cannot be returned just because you change your mind. Our 14-day return offer does not cover it either. Choosing a standard version from our range, or making a standard product only after it is ordered, does not by itself make it custom-made. You can still make a claim if it is faulty.

Exchanging for a different version

I chose the wrong version. Can I exchange it?

Yes. Email us within 14 days of receiving it. You pay any handling fee shown in the table, return shipping and shipping of the replacement from us. We'll settle any price difference with an extra payment or refund. The return rules above apply to the product's condition and customs clearance.

If we sent a different product from the one you ordered, or recommended the wrong version based on correct information from you, we handle this as a fault claim. You do not pay a handling fee for our mistake.

Putting your motorcycle's model and year in the order notes does not mean we have checked compatibility. We may spot a mismatch, but our dispatch team does not know every motorcycle in detail and does not check every such note. If you want us to confirm the right choice, email us before ordering.

Fault Claims and Warranty

The product isn't working properly. What should I do?

Email us with a description of the problem, your order number and motorcycle model. Photos or a video often help, but they are not a general requirement for accepting a claim. We'll first try to find a solution remotely. Depending on the result, we'll arrange a repair, replacement or return for inspection.

For a valid claim, we pay the necessary shipping and reasonable costs to the extent required by law. **The 10% fee for returning a working product does not apply to fault claims.**

How long am I covered for product faults?

Your country	Protection if the product is faulty
EU	2 years of legal protection against defects. If local law gives you a longer period, that period applies.
Norway, Iceland, Liechtenstein and the United Kingdom	Legal protection under your country's rules. Our one-year warranty below also applies and does not shorten your legal rights.
USA and all other countries	Our one-year warranty covers manufacturing defects and proper operation. Any wider or longer legal rights also remain in place.

This table is different from the 14-day returns table: **it covers product faults, not a change of mind.** We offer the same protection in each country for ordinary business purchases too. Resellers with a separate contract follow their own agreement.

What does legal protection against defects mean?

Under Czech consumer law, we are responsible for a defect that was present when you received the product and becomes apparent within two years. This includes a product not having the qualities promised or reasonably expected. You do not have to notice the defect as soon as you open the package. If it appears within the first year, it is presumed to have been present when you received the product, unless this is inconsistent with the nature of the product or defect. This does not limit mandatory rights under another country's applicable law.

What counts as a defect, and what is normal wear?

Examples of defects include a loose connector pin, a faulty cable, a crack or a bracket that does not fit when supplied, an electronic fault, or a product not performing as described. **A manufacturing defect can become apparent later, even in an older product that worked correctly at first.**

Normal wear and damage caused by incorrect installation, modification or use against the instructions are not product defects. If the product sometimes resets or lets water in, we need to find the cause. Simply saying 'it started after a year' does not tell us who is responsible.

What if I modify or repair the product myself?

Contact us before cutting wires, replacing original connectors, opening the product or trying to repair it. Such work can cause damage and make it harder to find the cause of the original problem.

We are not responsible for faults caused by such work, and our one-year warranty does not cover them.

However, modifying or opening the product does not automatically remove your rights for an unrelated fault. If you make a claim, please also describe any modifications. We will assess the cause based on the product's condition and the applicable legal rules.

Will I get a repair, a replacement or a refund?

Under Czech rules, you can choose a repair or replacement unless your choice is impossible or unreasonably expensive compared with the other option. If the fault cannot be fixed, keeps recurring or amounts to a serious breach of contract, you can ask for a price reduction or withdraw from the contract where the legal conditions are met. A minor fault alone does not give you a right to withdraw. If other mandatory rules apply to your purchase, we follow them.

How long will you take to resolve my claim?

We'll confirm receipt and the outcome in writing. For consumer claims under Czech law, we will resolve the claim and tell you the result **within 30 days of receiving it**, unless we explicitly agree a longer period with you. We need you to provide the necessary cooperation. If we miss this deadline, you can ask for a price reduction or withdraw from the contract. Mandatory local rules take priority.

You do not pay for assessment of a consumer fault claim, even if we reject it. If you want a paid repair, we'll tell you the price in advance.

Do I have to send the old product back before receiving a new one?

Sometimes we can send a replacement in advance or choose not to require a return. We always agree this with you separately. Only dispose of the product as electronic waste once we have explicitly agreed that you should do so.

What does your one-year warranty outside the EU cover?

For customers outside the EU, including the USA, we provide a **12-month warranty from receipt covering manufacturing defects and proper operation when used according to the instructions**. It applies in every country outside the EU that we ship to, equally for ordinary private and business purchases.

We will repair a covered fault or replace the product free of charge. If we cannot do so within a reasonable time, we will refund the product price. The warranty does not cover normal wear or damage caused by incorrect installation, modification or use against the instructions. A modification unrelated to the fault does not, by itself, remove your rights.

We, LSK Electronics s.r.o., provide this warranty. Our registered office is listed in section 1. To make a claim, email info@lskelectronics.com and follow the process above. **You can exercise your legal rights against us free of charge. This warranty does not replace or limit them.**

14-Day Return Form

Do I have to fill in a form?

No. A clear email is enough to withdraw from the contract. If a template helps, use the one below. Send it to info@lskelectronics.com or LSK Electronics s.r.o., Luční 591, 345 62 Holýšov, Czech Republic.

I withdraw from the contract to buy the following goods: _____

Order number, if known: _____

Date ordered and date received: _____

My name and address: _____

Date: _____

Signature — only if sent on paper: _____

5 About Us

Who are we, and how can you reach us?

We're LSK Electronics. We develop and manufacture motorcycle electronics in the Czech Republic. For help choosing a product, connecting it or solving a problem, contact us directly at info@lskelectronics.com.

Premises and returns in the Czech Republic: LSK Electronics s.r.o., Luční 591, 345 62 Holýšov, Czech Republic.

Registered office: Květoslava Mašity 248, 252 31 Všenory, Czech Republic — we do not accept parcels here.

Company ID 21896712 • VAT ID CZ21896712 • www.lskelectronics.com

Commercial Register: Municipal Court in Prague, Section C, File 407765.

We'll confirm the address of our US partner warehouse for your return by email.