

Motowoz FAQ

Ordering

How to place and order:

- Complete the fillable order form located on the website
- A Motowoz representative will contact you with order confirmation and payment information within 24 hours
- If you experience any difficulty with this order form or you have concerns please contact me immediately at suzi@motowoz.com

Build Time:

Motowoz is a custom shock company. We are not in the practice of building shocks and shelving them awaiting orders for immediate shipment. All shocks are custom made to the exact specifications that was provided by you the customer on your build order form. Keeping this in mind a typical build order is 3-4 weeks depending again on the needs of you the customer.

Shock Service

How to return shocks for service:

- Download the service order form from the Motowoz website
- Print and complete form to the best of your ability
- wrap each shock individually as Motowoz is not responsible for any shipping damages
- Place service work form in box with your shocks for shipping
- Clean your shocks thoroughly using a gentle detergent; neglect of this will unfortunately result with a substantial fee per shock

Service Shipping:

Motowoz is not responsible for any shipping charges. Return shipping is generally UPS ground unless otherwise specified. Shipping address is found on the service work form.

Service Quotes/Pricing:

Every service or re-build is different and is difficult to quote as there may be additional parts needed depending what is found during your service maintenance. Motowoz will notify you if there is a substantial price difference than a typical rebuild/re-valve.

Important Service Message:

Motowoz wants you to understand and accept that if service work is done by a individual or institution that is not recognized as a Motowoz Service Representative (most dealerships are not recognized service representatives) the warranty of the product is NO longer valid and if damage occurs to any its product(s) Motowoz is not responsible.

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General Shock Care

The integrity of your shocks depends on the care you give them. Your maintenance frequency depends on the type of riding, amount of hours and conditions and use of your bike. Sand, mud, temperature and the amount of hours your shocks have experienced are all factors you should be taking into consideration in determining the frequency of your shock maintenance and oil changes. Please follow the below recommend guidelines for your Motowoz shock maintenance.

Recreational Rider 1x per year
National or Series Rider 2x per year
Pro or Pro-Am Rider call for customized schedule

Motowoz also recommends that before and after each use to check your shocks for debris, leaks, loose mounting bolts, or any damage that may have possibly occurred on or off the track.

Shock covers are available from Motowoz and are recommend for the protection of dirt and debris.

Misc. Important Factors Regarding Motowoz Shocks:

Motowoz is a custom shock builder so please keep in mind if you have purchased a used pair of Motowoz shocks that the integrity and warranty of the shock is valid only for the information disclosed on the original purchasers build sheet. This includes all bike and rider information. Examples are as follows: riders weight must be +/-10lbs. to the original custom build sheet weight , a-arm lengths and brands may differ or linkage may differ.

Motowoz advises that you should not attempt to set-up, adjust or service your shocks beyond your experience. We highly recommend that you contact Motowoz regarding any questions or concerns that you may have.

Motowoz takes great pride in its products and reputation. Please do not hesitate to contact us with any concerns you have regarding our products or policies.