

GENERAL TERMS AND CONDITIONS

Catalogue

Product range. All products listed in our catalogue are correct at time of going to press. We reserve the right to change descriptions, materials and prices as may be deemed necessary without notice.

Product ownership

All products remain the property of Motorradzubehör Hornig GmbH until paid in full.

Prices

All prices are in Euro € and include VAT at current rates.

Damage or shortfall of delivery

Any shortfall in delivery or damage in transit must be accompanied by a damage report from the freight carrier, and must be completed at time of receipt of damages / short delivery. Should damage in transit become apparent on opening parcel, the parcel should be returned immediately to the freight carrier for a damage report. We can not settle any claim without a valid damage report. All damaged goods should be returned. Should your claim be valid we will either replace damaged goods or refund in full. Please pay return postage. Any complaints regarding damage and / or shortfall must be brought to our attention, in writing, within 5 days. Any returns must include a copy of the sales invoice. We will not accept any returns that are unpaid.

Returned goods

Should you need to return goods, or wish to exchange any goods ordered you may do so within 14 days of order. Goods must be in as new condition and in the original undamaged packaging. Goods returned will be refunded up to their value and a refund will be via bank transfer to your account. Postage will not be refunded. Please enclose a copy of the sales invoice.

Warranty

Any faults or defects of goods must be notified immediately. For OEM items sold by the manufacturer guarantee is applicable. All products manufactured by us are guaranteed for a period of 24 months. Any warranty claim can only be settled if a copy of sales invoice is included.

Data protection

Your details will be used by Motorradzubehör Hornig GmbH for use of processing orders. Your details will not be passed onto any third party.

In case of any legal claims our business address applies. Motorradzubehör Hornig GmbH, Hochwiesenweg 2, D-93458 Eschlkam.

Dated March 2008