

Moto-Ward

TERMS & CONDITIONS

NEW DEALERS

We sell only to legitimate motorcycle / ATV dealers and accessory stores. All new applications for our catalog and all orders from new dealers are carefully checked to verify that they are from bona fide dealers entitled to dealer prices.

DEALER APPROVAL

All required forms must be submitted correctly and completely with proper signatures. Five working days are required to process dealer approval. We reserve the right to discontinue sales to any dealer abusing our services and policies.

PAYMENT TERMS

Our terms are C.I.A. (Cash in Advance) before delivery. Payment may be made directly into our FNB bank account.
Please do not deduct amounts for returned goods or warranty claims.

PRICING

In order to remain competitive, we give the lowest possible prices on all products. Refer to our Dealer Price List. Suggested Retail prices are given as a guide only and are intended for no other purpose. Prices are subject to change without notice.

ORDERING

Please order by email and use part numbers to avoid confusion.
Phone orders will not be accepted unless there are exceptional circumstances.
Moto-Ward will not accept responsibility for incorrectly received goods ordered by phone.
Under normal circumstances, orders received, and paid for, by 2p.m. will be shipped same day.

DEALER PICK-UP

Dealers are welcome to pick up their orders at our warehouse. Orders must be placed at least **two hours** prior to pick-up.
Please, no last minute additions.

DELIVERY

Delivery is free on all invoices over R10, 000.00 (exc. VAT) (Subject to change without notice). Shipping is by DSV.
Shipping by any other carrier specified by a dealer will be for their account. Please allow 3 days shipping time.
Shipping time DOES NOT INCLUDE THE DAY OF DESPATCH!
Delivery to Gauteng and some Free State areas is usually within 48hours but this is not guaranteed.
Free freight may not apply on some "Specials" and promotions.
Any orders less than R2,000.00 (exc. VAT) delivered by Moto-Ward will be subject to a R350.00 (exc. VAT) delivery charge.

MINIMUM ORDERS/QUANTITIES

A service charge of 10% will be added to invoices of less than R1,00.00 (exc. VAT). This charge may be waived for dealers whose volume warrants occasional small orders without penalty.
A R14, 000.00 (Exc. VAT) opening order is required for new dealers.
Dealers ordering less than R10, 000.00 average (exc. VAT) per month will not be entitled to dealer pricing.
Purchases will be reviewed periodically.
Certain items are sold in specific, pre-packaged quantities only.
These items will be shipped in the closest possible quantity to that ordered by the dealer.

DAMAGES

All goods are carefully packed and in good condition when shipped.
If they arrive damaged, **file the claim with the delivering carrier, not with Moto-Ward.**

RETURNS

Moto-Ward is unable to accept returns of any discontinued or "Blowout" specials. Goods may not be returned for credit without our written permission. **"Request for Authorisation to Return"** forms must be completed and are available on request. Any goods accepted will be credited at the dealers cost, less **20% handling charges**. No goods **will be accepted for credit or exchange if not requested within 14 days of invoice date or if product and packaging are not in condition to be resold.** Full credit will be allowed in cases where goods are returned because of faulty workmanship or error on the part of our organisation. Insure all returned goods for your protection.

WARRANTY & DEFECTIVE ITEMS

Moto-Ward makes no warranties whatsoever, expressed or implied, oral or written, to purchases.
The **manufacturer**, under limited warranties, warrants many of the items Moto-Ward sells.
These items generally require manufacturer's authorisation before Moto-Ward can issue credit. We will make every reasonable attempt to gain this from the manufacturer on your customer's behalf. Any item returned under warranty that is obviously abused will be returned to you and no credit issued. If an item must be sent to the factory for inspection, you will be notified as soon as we are advised of the disposition.