

# Terms and Conditions

## Order Cancellations

**Cancellations are allowed, entirely at the discretion of Blue City Motorcycles.**

All valid orders are deemed final. If you wish to cancel an order/ item or change any items on your order, please contact us within 24hrs, via phone 08 87250299 or email: [jeanette@bluecitymotorcycles.com.au](mailto:jeanette@bluecitymotorcycles.com.au).

After 24hrs there will be a 25% restocking fee, plus any freight and handling charges incurred by Blue City Motorcycles will be charged to you as a fee. If you are not sure what you are ordering and need help please contact us via phone 08 87250299 and we will assist you. Once an order has been processed, a 25% restocking fee, plus any freight and handling costs will be passed on to the customer.

## **Customer Order Errors**

Incorrect customer orders will be subject to a 25% restocking fee. The customer is responsible for the shipping/handling costs of the incorrectly ordered items, as well as the shipping and handling costs for the return of the incorrectly ordered items. .

If the error is due to us supplying an incorrect part (different to what you have ordered) we will send the correct item at no additional charge upon the incorrect part being returned to us in its original condition and packaging and with no signs of usage or damage.

## Returning an Item

**Returned items are allowed, entirely at the discretion of Blue City Motorcycles.**

If you need to return an item, you will be charged a 25% restocking fee, plus any freight, postage or handling costs incurred by us. Items will need to be returned unopened, uninstalled, and in original packaging and undamaged in any way. For a refund to be given, you also will need to notify us, to receive authorisation prior to sending it back to us. Returns are only allowed once we determine what you want to return and the reason why.

Please Note: No returns are allowed after 14 days. Exchanges and returns will only be accepted if in the new unopened package and still in original condition. Parts that have been installed will not be accepted for return. Original shipping and handling charges are not refundable. Customers returning packages without a return authorisation will either be charged shipping to return the package or will be accepted as returned to us free of charge. We highly recommend returning the items via registered post for receipted delivery.

## **Backordered Items**

If a part needs to be back ordered we will notify you via email. . If you wish to ship part of an order, before back ordered items arrive, additional postage costs may apply.

## **Freight Information**

### **How much are delivery costs?**

We are very pleased to be able to offer FREE DELIVERY on orders over \$150.

Orders below \$150 will be charged a flat delivery fee of \$9.50. (Within Australia).

Overseas order will be charged a flat rate of \$75.

### **How can I keep track of my delivery?**

We post all items out via REGISTERED POST. When your item is shipped, we will supply you with an Australia Post tracking number so you can track your item.

All orders require a signature upon delivery. If no-one is in attendance at time of delivery, the order will be diverted to the closest Australia Post outlet, or relevant courier depot.

### **Can I pick up my item from Blue City Motorcycles?**

Picking up your item directly from Blue City Motorcycles enables you to receive your item sooner. If you pick up your item directly from Blue City Motorcycles, during our opening hours, you will not incur any freight charges.