



# Terms and Conditions Deliveries and Returns

## Terms and Conditions Deliveries and Returns

Ordering from this website is meant to be simple. Just browse our site and click on any items that you wish to buy and add them into the shopping basket. After you have finished shopping 'click' on Go to Checkout where you will be asked to enter your name and address details.

After entering your details you are then requested to enter your payment details and click to confirm that you have read and agree with our terms and conditions of use, which are detailed here.

We accept all major credit and debit cards (excluding American Express) and PayPal. If there is a supply problem we will contact you.

We will send you confirmation of your order after payment has been taken.

## Prices

All the prices shown on this Internet site are correct at the time of last update. Whilst every effort has been made to ensure the accuracy of this website, no liability can be accepted by our company for errors or omissions.

## Terms of payment

The Seller shall be entitled to invoice the Buyer for the price of the Goods on or at any time after acceptance of order.

The Buyer shall pay the price of the Goods in cleared funds prior to despatch.

If the Buyer fails to make any payment on the due date then without prejudice to any other right remedy available to the Seller the Seller shall be entitled to:

Cancel the Contract or suspend further deliveries of Goods.

## Delivery costs

To calculate your carriage costs on an item go through the checkout to confirm your details, this will display the final carriage cost. At this stage you can delete the item or shop for more if required.

## Delivery and damage/missing items.

All items over a designated value are shipped via Interlink/DPD and require a signature on receipt. All other items are sent with Royal Mail first class post.

We aim to dispatch on day of order, this excludes weekends. We will contact you if delivery is likely to exceed 5 working days.

Any dates quoted for delivery of the Goods, or provision of the Services is approximate only and the Seller shall not be liable for any delay in delivery of the Goods or provision of the Services however caused. Time for delivery shall not be the essence of the Contract.

The Seller shall not be liable for any loss, direct or indirect incurred by the Buyer as a result of any delay in delivery or a failure to deliver.

The majority of items will require a signature and must be checked for any damage prior to signing the delivery note. If the item is damaged or missing then this must be stated clearly on the carrier's paperwork. You must then inform us within 48 hours if possible that the item has arrived damaged in transit.

## Back Orders

If an item is out of stock we will back order it for you. You will always be emailed with the option to cancel your order if you would rather not wait.

All prices on the site are exclusive of 20% VAT. Our VAT no is 925480712

All Credit card numbers are encrypted by our payment service provider, they are not held in clear text on any web site.

## Statutory Rights

None of the information below affects your statutory rights. This means the goods that we supply must be fit for the purpose for which they were bought, match any description that is given and be of satisfactory quality.

## Guarantees and warranty

All our products are guaranteed against manufacturing defects for 12 months in which time we will replace the item if it becomes faulty within 30 days of receipt. After 30 days have passed we can also offer repair if the goods have become faulty. This guarantee does not cover general wear and tear of the goods.

However, the following exclusions apply:

If the product has been subject to customer misuse or incorrect fitment or use for which it was not intended. Damage other than manufacturing defects such as crash damage for that caused by incorrect fitment. Modifications to the product or repair or fitment to a motorcycle that it was not intended for. Postage damage caused by returning product in inadequate packaging.

## Returns

Under the distance sales regulations you have seven working days from the day after you receive the goods to inform us that you wish to cancel and return the goods for a full refund. This must be done by email or telephone so that we can expect the goods to be coming back. The customer must ensure the goods are adequately packaged on their return and insured. Unless returning due to a defect or fault you will be responsible for return postage costs.

Returned goods must be unused, in a saleable condition and in their original packaging.

All returns must be sent to us at:

HM Quickshifter (UK) Ltd  
Unit B3 Brickmakers Ind Est  
Castle Road  
Sittingbourne  
Kent  
ME10 3RL

Please place a copy of your invoice for the goods into the parcel.

## How do I cancel an order prior to despatch:

No order prior to despatch which has been accepted by the Seller may be cancelled by the Buyer except with the agreement by email and confirmation by telephone of the Seller and on terms that Buyer shall indemnify the Seller in full against all loss (including loss of profit) costs (including the cost of all labour and materials used) damages charges and expenses incurred by the Seller as a result of cancellation. We do try to be fair though so if you want to cancel prior to despatch please call us straight away on 01795-429168.

## Who pays for returning the goods if an order is cancelled?

It is the responsibility of the customer to return the goods and you will need to pay for the return postage costs. We recommend that you use recorded delivery as we cannot be held liable for goods that go missing in the post.

If the goods are faulty then we will refund any additional postage costs on receipt.

## Liability Statement

Motorcycling is potentially hazardous. It is the individual's own responsibility to learn and understand the proper techniques associated with the sport and to fully accept and assume all risks, damages, injury or death which may result from the use of items purchased through HM Quickshifter (UK) Ltd. All our products are designed to work on standard bikes. If for some reason your bike is modified from OEM spec and we have not been notified on or before purchase we cannot be liable for any issues that arise. HM Quickshifter (UK) is not liable for any potential damaged caused due to the improper fitment of their products.

Whilst we endeavour to ensure that the information on this website is correct, we do not warrant its accuracy. We reserve the right to alter prices without prior notice.

These terms and conditions are in accordance with English Law.

The full name of our company is HM Quickshifter (UK) Ltd.

Our VAT no is 925480712

Our email address is: [info@hmquickshifter.co.uk](mailto:info@hmquickshifter.co.uk)

Our contact number is 01795-429168.

All defective items returned and deemed beyond repair, will be destroyed in accordance to WEE regulations.

**If you have any questions or wish to speak to our Sales Team please call us on  
+44 (0)1795 429168 or email [info@HMQuickshifter.com](mailto:info@HMQuickshifter.com)**