

GENERAL TERMS AND CONDITIONS

Catalog and online shop

Product range. All products listed in our catalog 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. All product pictures are as up-to-date and precise as possible. In some cases we have to use generic pictures. Because of this it is possible that the product which you will receive is different from the product picture.

Product ownership

All products remain the property of Motorcycleparts 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, credit card or PayPal to your account. Postage will not be refunded. Please enclose a copy of the sales invoice. Mounted or scratched windshields can't be returned and will not be refunded! Companies as well as professional customers have no right to return, only private customers have this right.

Shipping times / Package tracking

You see in our shop if a product is in stock. Green means it is in stock, orange means it is not in stock, red means it will take several weeks until it will be in stock again. We can just ship immediately products which are in stock.

We ship with DHL. The delivery will be usually made by their local partner.

You will receive an automatic email with your DHL tracking link after your package was shipped. You can see your shipment number and your UPU code / matchcode (when available) on this DHL website. You can request more information about the delivery of your package from DHL or their local partner with those numbers.

The usual shipping time within Europe is 3-5 working days. The usual shipping time for countries outside of Europe is 2 weeks or more. (No guarantee)

Shipping times depend on many parameters which we can't influence, for example weather, strikes, software errors at DHL or their local partners, customs clearance and much more.

We can't accelerate the delivery and we can't change your shipping address once the package was shipped. Because of this it makes no sense to order a product online in a foreign country which you need very urgent at a certain point of time.

We can help again, after the tracking wasn't updated for 14 days. Then we can start an inquiry. Read more about it under „Shipping delay/Lost package“ below.

Shipping delay/Lost package

Motorcycle Parts Hornig GmbH will ship all packages from Germany using DHL. The delivery in some countries will be made by your local postman. For example: Belgium (bpost), France (La Poste (Coliposte)), United Kingdom (Parcel Force (Royal Mail)), Italy (DHL, SDA), Netherlands (Post NL / Selektvracht), Spain (Correos) and USA (USPS). If DHL has not enough capacity on airplanes they can put your package on a boat, which will result in a shipping delay of 1-2 months (this happened very rarely to Asia, Australia and North America).

If your DHL live online tracking wasn't updated for 14 days and the package wasn't delivered, we can start an inquiry for you. Then DHL and their partner in your country have up to 2 months time to look for your package and deliver it. If they can't deliver it within this time, your package was lost and DHL insurance will cover it. But the maximum value they will cover is 500,- Euro.

Then we can ship your products again or refund your payment (maximum 500,- Euro, read above).

Wrong Shipping Address

We don't know your address. If you entered a wrong shipping address, email us as soon as possible. If your package can't be delivered because of a wrong shipping address, the package will be shipped back to us. This can take up to 2 months and will cost an additional fee. If you want us to ship your package again to your correct shipping address, you have to pay this fee and the shipping costs again. Otherwise your order will be canceled and only the product prices minus the additional fee will be refunded! So please make sure that you enter your correct shipping address!

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 12 months. Any warranty claim can only be settled if a copy of sales invoice is included. International shipping costs are not part of any warranty, guarantee or exchange case.

Data protection

Your details will be used by Motorcycleparts 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. Motorcycleparts Hornig GmbH, Gewerbepark Chammünster Nord C 5, 93413 Cham, Germany.