

WESTERN MOTOR CYCLES PTY LTD

April 2020

PAYMENT POLICY

Western Motor Cycles Pty Ltd accept payment via PayPal, Credit Card (Amex accepted) or Cash on pick up. Payment must be made within 3 business days, unless otherwise organised.

REFUND & RETURN POLICY

Applications for Return of Goods can be submitted within 14 days from date of invoice, including a valid reason for Return. All returns MUST be authorised by Western Motor Cycles before goods are returned. Please call or email us on 02 4733 1733 ext 3 or spares@westernmotorcycles.com.au and they will give you a return number before sending your order back to us. We will exchange or refund the product upon receiving the returned item.

Items should be sent to the below address. Don't forget to include your return number.

Returns, Western Motor Cycles
283 Mulgoa Road
Penrith NSW 2750

The item must be in unused, unopened, undamaged and original condition with all tags and/or packaging. Freight charges incurred in returning goods to Western Motor Cycles will be at the customer's expense. Western Motor Cycles is not responsible for packages lost during return shipment. You will receive a confirmation email or phone call from us when your return is processed.

The following parts and accessories will not be accepted for return:

- Parts ordered incorrectly by customer;
- Items valued at less than \$20 Retail;
- Items supplied from the Manufacturer's backorder;
- Items currently on the Manufacturer's Backorder;

Faulty Items

If you have a faulty item that you would like refunded, repaired or replaced, please contact our customer service team on 02 4733 1733 ext 3 or spares@westernmotorcycles.com.au before sending the item back. If emailing regarding a fault, please attach pictures of the fault so the item can be assessed before a return is approved. In cases where a faulty item was received a pre-paid shipping label can be emailed to cover the return costs on the faulty item. Faulty items may be returned outside of the regular returns time frames providing the item is still under warranty. Please contact customer service or the brand directly for warranty periods.

We aim to have your refund processed within 24 hours of receiving, however, some faults must be approved by the manufacturer before a refund or replacement can be issued. In this case we will keep you informed on a regular basis via email updates. This process usually takes around 2 weeks and once completed you should receive your refund or replacement within 1-7 business days.