

Track Sense Retrofit Terms & Conditions

Returns Policy:

We accept returns for up to 30 days subject to the following policies;

You may return an item which was damaged or faulty when delivered for a full refund. We test all returns. The refund will be issued once the item has been received and verified as faulty. In this case we will also refund your return postage. You must notify us of the issue within 7 working days of delivery.

Items that are not as described can be returned for a full refund. The refund will be issued once the item has been received and verified as incorrect. You must notify us of the issue within 5 working days of delivery.

You have the statutory right to cancel the order within 7 working days of delivery and have a full refund (cooling off period).

The refund will be issued once the item has been received back and processed. Return postage will only be refunded if the item is damaged, faulty or not as described. It is the buyer's responsibility to return the item. Any item which has been sent out with free delivery will have our original delivery costs deducted from the refund. We cannot accept any items for return which have been specifically manufactured or ordered for you. These items are exempt from the Distance Selling Regulations.

We cannot refund or exchange an opened item unless it is damaged, faulty or incorrect.

Items must be returned with all packaging in a reasonable state. We reserve the right to levy a surcharge to replace product packaging that is missing or returned in a damaged/defaced condition. Where a surcharge is levied this will be a minimum of 10% of the original purchase price.

Items must be returned with all original components unless otherwise agreed in writing. Any items that arrive back with parts missing will be resent to the customer at the customer's expense.

Any items are returned at your own risk. We strongly advise you to take care when returning items to us for example, by ensuring the goods are correctly addressed and adequately packaged. Items that arrive back damaged or destroyed as a result of poor packaging will not be accepted. These items will be resent to you at your expense. If you have any questions about our returns policy please contact us prior to purchase.

Contract & Goods:

We make every effort to ensure all items are accurately described. Should an error occur or an item be unavailable we will contact you as soon as possible via email with the option of either reconfirming your order with the correct details or cancelling your order. Should you wish to cancel a full refund of any amount paid will be issued.

In the event that, after you buy, we discover an error with the advertised prices or availability, we reserve the right not to supply the goods ordered and to offer a refund or alternative goods.

In the event that some, but not all, of the goods ordered are mis-priced or unavailable we will contact you with the option of either cancelling all or part of the order, or substituting the unavailable goods for alternatives.

Where goods are unavailable and you order an alternative from us, or where goods have been mis-priced and you reconfirm your order at the correct price, these terms shall apply to the order and supply of the agreed goods. We have the right to terminate the contract if full payment for the goods is not received in cleared funds or the terms of this agreement are breached in any way.

Product images are for illustrative purposes only and may differ from the actual product.

You agree that email can be used as the primary means of communication.

All prices include VAT at the current UK rate. A VAT Invoice is available upon request.

Payment:

Payment can be made by bank transfer or Paypal. There will be no delivery until the full payment is received.

Delivery:

Please contact us before ordering to check stock and availability. Stock items are usually dispatched within 1 or 2 working days, and once dispatched, orders usually arrive within 2-4 working days. In the case of a lost or delayed item, we need to wait at least 10 working days for UK orders (21 working days for overseas orders) from dispatch before a replacement can be issued.

The goods you order will be delivered to the address you give when you place your order unless agreed in writing. Orders will be dispatched within the APPROXIMATE time frame given provided no additional security checks are required and all items are in stock. Items that are made to order or out of stock will take longer to arrive.

Should we be unable to meet the dispatch time given we will not be liable for any loss or damage suffered by you.

Should a significant delay occur, we will contact you with the option of cancelling your order.

If delivery cannot be made to your address for any reason we will contact you as soon as possible.

If your order is over 5kg or 60cm in length and you live in a remote location (highlands & islands, etc.), we may levy a surcharge to cover the extra carriage to these areas. Should this be the case we will contact you with the option of either paying the surcharge or cancelling the order. Remote postcodes include AB30-AB38, AB40-AB56, BT, FK17FK21, G83, GY, HS, IM, IV, JE, KA27-KA28, KW, PA20-PA99, PH, TR21-TR25, ZE.

If you deliberately fail to take delivery of the goods then we reserve the right to store the goods until delivery is achieved and charge you for any associated costs.

If you fail to take delivery because you have cancelled your contract under the Distance Selling Regulations we shall refund or re-credit you within 30 days for any amount paid. On exercising your right to cancel you shall be required to return the goods to us. Should you fail to return the goods, we reserve the right to deduct any direct costs incurred in retrieving the goods.

In the case where a customer rejects their order with the courier that tries to deliver, we will not be liable for any courier charges that then arise in retrieving that order or having it returned back to us. In this case such charges will be deducted from any refund or charged to the customer.

If the courier asks you to sign for the goods, please check their condition. If the packaging has been badly damaged or opened then please make a note of this with the courier before signing. Do not reject the goods – you must sign for them and then notify us of any problems.

Warranty, Liability & Data Protection:

Our items are covered by a 12-month/12,000 miles fair wear and tear guarantee (parts only – labour/fitting costs and competition use excluded). This warranty does not affect your statutory rights as a consumer.

If new goods develop a defect during the stated warranty period, we will ask you to return the item for replacement.

We will not be liable for the costs of any return unless the item is faulty on delivery.

In the case that the item is no longer available or has been through a model change, the closest alternative will be offered at that point in time.

To the full extent of the law, we disclaim any express/implied warranties with regard to fitness for a particular purpose. You must satisfy yourself that the product is suitable for the purpose that you intend to use it for.

We offer no warranty and shall have no liability for items that are incorrectly fitted/maintained. While our items can be successfully installed by any competent/experienced home mechanic, we strongly recommend that you get your installation checked by a suitably qualified and experienced motorcycle technician.

We do not claim or warrant that any information we display or make available is accurate, complete or up to date. We shall have no liability for any delay in the delivery of your order or for any reason that the delay is due including war, terrorism, labour disputes, strikes, or any other similar events.

We shall have no liability including liability for negligence for the acts or omissions of telecom. providers, financial institutions or similar companies. This extends to faults and failures of their equipment, computers and networks. We take all reasonable precautions to keep details of your order/payment secure, however, we will not be liable for any unauthorised access to the information supplied by you. We keep only basic contact/order details on file. We may contact you via email from time to time with product news/updates. We do not share customer contact details with any third parties and you can opt out of our email database at any time.

We shall have no liability for labour charges incurred during the fitment/removal of any faulty or incorrectly supplied parts. We strongly recommend that customers DO NOT book their motorcycle in for work until parts have arrived and been verified as correct.