

Policies Delivery of your purchase – for products purchased direct from Motorcycle Alley (not from members)

All orders received prior to 1pm will, where possible, be dispatched on the same day (this excludes weekends and public holidays). We will advise you if the product you have ordered is out of stock. Please note the price of the product does not include freight which will be added at the checkout screen. Motorcycle Alley uses Fastway Couriers as the preferred supplier for Courier services. If you require an alternative method of delivery, you need to communicate that to us prior to placing your order and we will confirm if we can accommodate that request. Pick ups are permitted with prior approval.

We aim to get all NZ deliveries at their destination within 1-3 days (allow extra for rural delivery) and all Australian deliveries within 10 days (subject to international postal service).

Privacy Policy

Motorcycle Alley value our customers and respect your privacy. We collect information about you through our website in an effort to improve your shopping experience, as well as communicate with you about our products, services and promotions. We do not sell or rent your personal information to third parties.

This privacy policy applies only to information collected online by www.motorcyclealley.co.nz and describes the personal information we collect about you, why we collect it, how we use it and when we share it with third parties. If our information practices change, we will post an updated policy on our website.

If you have any questions about our privacy policy please contact us via the 'Contact us' page, found on our website.

We may use your personal information in the following ways:

- To process and fulfil your order, including to send you emails to confirm your order status and shipment
- To communicate with you and to send you information by email, postal mail or other means about our products, services and promotions, unless you have directed us not to contact you with promotional communications
- To administer and fulfil our promotions
- To help us learn more about your shopping preferences
- To help us address problems with and improve our site design, products and services
- To enhance your shopping experience

- To analyse trends and statistics
- To protect the security or integrity of our website and our business
- To contact you if necessary

You always have the choice not to receive marketing information. To opt out, please email info@motorcyclealley.co.nz

While we implement high security measures on this site, you should be aware that 100% security is not always possible.

Returns Policy - for products purchased direct from Motorcycle Alley (not from members)

From receipt of your online order by us you have 14 days to return it with proof of purchase for either a refund or exchange, by sending these to our Head Office at 227 Lawn Road, Hawkes Bay, New Zealand. You will be liable for all costs for us to return an exchanged goods to you and we are authorised to charge your credit card with our costs accordingly.

Note - This does not apply to sale priced goods, all of which are sold on a no returns basis.

All returned goods must be in as new condition, with all their packaging and instructions intact and undamaged.

Please include a copy of your original receipt. Please note: all returns remain the responsibility and at the risk of the purchaser until received by Motorcycle Alley. We recommend you courier your package so you are able to track this.

It is very important that when you return an item that you state how you wish to proceed, whether you want an exchange or a refund

It can take up to 14 days for us to receive your return, depending on your location and which postal service you use.

Once we receive your returned parcel, and provided the goods are in as new condition, we will inspect and process the goods within 24 hours to ensure you receive your refund or exchange as quickly as possible.

So you are kept informed, we will send you an email confirming your parcel has been received by the team at Motorcycle Alley.

Any refund will automatically be issued to the card used to make the original purchase. In all cases, the items returned must be in their original condition. All goods will be inspected on return and any item in unsuitable condition will be sent back to you, at your cost.

Terms and Conditions

This website www.motorcyclealley.co.nz is managed by Blakato Ltd, T/A Motorcycle Alley. We are a New Zealand-owned business, located and operating in Hawkes Bay, New Zealand. By using this site, you are accepting the following terms and conditions.

Payment & Currency of Transactions

All prices are displayed in New Zealand dollars and all transactions are billed in New Zealand dollars. Motorcycle Alley accepts payment by Credit Card (MasterCard and Visa only, we do NOT accept AMEX), and Direct Credit to our bank account. Please note products will not be sent until payment has been received in full.

Linking to our website

You must ask permission to link directly to pages hosted on this site. Please contact the web editor at info@motorcyclealley.co.nz to explain how and why you wish to use the materials. Please include your name, organisation, telephone number, and email address.

Copyright

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Names, images, and logos

The names, images, and logos identifying Motorcycle Alley and any of its subsidiaries and third parties and their information, products, and services, are proprietary marks of Motorcycle Alley or third parties.

Security

Motorcycle Alley uses industry-standard SSL encryption to transmit credit card information securely. SSL allows our server to automatically establish a secure connection with your Web browser. When you enter your credit card number into the order form, it is scrambled, transmitted across the Internet, and then decoded when it gets to us. We do not store credit card details, and all payments

are handled by a secure, PCI compliant, third party. SSL was developed by Visa, MasterCard, and other major electronic commerce companies to safeguard the online shopping consumer.

All Motorcycle Alley products are priced in New Zealand dollars and are inclusive of GST. Our pricing may change without notice