

## TERMS OF DELIVERY & PAYMENT

FROM 01.01.2019

## TERMS OF PAYMENT

Payment terms: - Transfer = 7 days

- Sepa direct debit = 14 days

All prices net, no cash discount possible

Unauthorized returns of Sepa direct debits will be charged with 6,00 €



## RETURNS & CLAIMS

**DOT:** Delivered tyres from us are normally not older than 2 years (DOT). Due to the manufacturer's specifications, tires can be up to 4 or 5 years old in individual cases. A DOT complaint within this period is not possible.

**RETURNS:** Tire returns are after consultation possible to our Terms of Returns (see table "Return costs"), with the exception of special orders, racing tires, tarnished or soiled tires and wheels. Credit notes are created exclusively for offsetting against new deliveries of goods.

**TIRE CLAIMS:** Complaints due to production or material defects must be send to the manufacturer for assessment. For that we need the completely filled in "complaint form" which you will find in the online shop under "Downloads". Please fill in this form and send it to us by email. We will then arrange everything else. Please note that a test result takes place at the earliest after approx. 4-6 weeks and the customer first has to make an advance payment for the replacement.

## TERMS OF DELIVERY NATIONAL & INTERNATIONAL

FROM: 01.01.2019

### CHEAP TRANSPORTCOSTS FOR NATIONAL & INTERNATIONAL DELIVERYS BY DPD

- Orders until round 15.00 o'clock will send out the same day
- Regular transit time within Germany approx. 24-48h (dependent by parcel service)
- Express- & Guarantee delivery within Germany (Next-Day) possible on request
- Transport costs valid per order and without islands
- No mix of car & motorcycle tires possible for free delivery
- Please check the goods by delivery of completeness and accuracy
- Transport damages must be claim directly at the DPD driver by delivery
- Transport damages cannot be accepted after signed the acceptance
- Shipping discount for deliveries to other European countries (see shipping cost table)
- Partial deliveries below the freight free limit are made plus the stated transport costs



**INFO ABOUT DELIVERYTIMES:** The regular delivery time within DE is approx. 24-48h. Due to the increasing online trade and the associated higher volume of parcels, it may occasionally come to longer regular transit times of the packages, especially in the main tire season. Please use here if necessary our express and warranty delivery to guarantee a delivery on the next working day (fees see shipping cost table "Express- & Warranty Delivery").

**INFO ABOUT ADDITIONAL SERVICES & FEES:** In addition to the stated standard package costs may be additional charges for parcel shipping incurred. Please note that we have to charge you additional fees from 01.01.2019 (see shipping cost table "additional services & fees").

### TRANSPORTCOSTS NATIONAL (DE)

FROM: 01.01.2019

<b>MOTORCYCLE / SCOOTER / ATV / CAR / LIGHT TRUCK / SUV / RIMS</b>	1 tyre / rim	<b>5,50 € per tyre</b>
	From 2 tyres / rims	<b>Free delivery</b>
<b>SMALL TYRES / TUBES</b>	up to 9 tyres / tubes	<b>5,50 € per package</b>
	From 10 tyres / tubes	<b>Free delivery</b>
<b>SPARE PARTS</b>	Spareparts / Rimtapes	<b>6,00 € per package</b>
<b>EXPRESS- &amp; WARRANTY DELIVERY DE</b> - Delivery on Saturday only together with Express Next Day up to 12h - Additionally to normal transport costs	Express Next Day up to 10h	<b>+ 14,00 € per package</b>
	Express Next Day up to 12h	<b>+ 9,50 € per package</b>
	Express Next Day up to 18h	<b>+ 6,50 € per package</b>
	Delivery on Saturday	<b>+ 15,00 € per package</b>
<b>RETURNS NATIONAL DE</b> - Futile Pickups will be charged too - Without wrong deliveries by us - *By Returns of drop shipping less Restocking costs	Returning	<b>13,95 € per package</b>
	Restocking*	<b>10% Value of goods</b>
	AV/undeliverable/wrong Adress or Zip Code	<b>1,00 € per package</b>
<b>CLAIMS</b> - If the goods complained of rejected by the tire industry will be charged the following fees for processing and handling of returning the goods	Returning of claim	<b>13,95 € per package</b>
	Returning of goods to customer (if wanted)	<b>5,50 € per package</b>
	Processing Fee	<b>3,00 € per claim</b>
<b>ADDITIONAL SERVICES &amp; FEES NATIONAL</b> - Additional Fees for extra Services - Additionally to the specified transport costs - More extra Services on request - * By Returns of drop shipping or acceptance refusal less restocking costs	Cash on delivery (only DE)	<b>+ 9,50 € per package</b>
	Island surcharge DE	<b>+ 12,00 € per package</b>
	External Storage 1 tyre	<b>+ 6,00 € per package</b>
	AV/undeliverable/wrong Adress or Zip Code	<b>1,00 € per package</b>
	Restocking AV*	<b>10% Value of goods</b>
	Futile Pickup	<b>12,50 € per package</b>
	Special areas DPD (up to)	<b>+ 50,00 € per package</b>
	2 <sup>nd</sup> or more delivery attempt	<b>2,50 € per package</b>

### TRANSPORTCOSTS INTERNATIONAL (EUROPA)

FROM: 01.01.2019

COUNTRY		1 tyre / spare parts / tubes per package	2 tyres per package	from 3 tyres* Only Moto/Scooter per package	Returns* per package
AT	Österreich	7,95 €	6,45 €	4,95 €	19,95 €
BE / NL / LU	Belgien / Niederl. / Luxemb.	6,95 €	5,45 €	3,95 €	19,95 €
CZ	Tschechien	9,95 €	8,45 €	6,95 €	19,95 €
DK	Dänemark	10,95 €	9,45 €	7,95 €	19,95 €
ES	Spanien	21,95 €	20,45 €	18,95 €	29,95 €
EST/LIT/LET	Estland / Litauen / Lettland	19,95 €	18,45 €	16,95 €	34,95 €
FIN	Finnland	19,95 €	18,45 €	16,95 €	34,95 €
FR	Frankreich	13,50 €	12,00 €	10,50 €	24,95 €
GB	Großbritannien	13,50 €	12,00 €	10,50 €	24,95 €
HU	Ungarn	17,95 €	16,45 €	14,95 €	24,95 €
IT	Italien	9,95 €	8,45 €	6,95 €	29,95 €
PL	Polen	13,95 €	12,45 €	10,95 €	24,95 €
SI	Slowenien	16,95 €	15,45 €	13,95 €	24,95 €
SK	Slowakei	10,95 €	9,45 €	7,95 €	24,95 €
SWE	Schweden	19,95 €	18,45 €	16,95 €	29,95 €

RETURNS INTERNATIONAL	Returns per country	see country list
- Futile Pickups will be charged too	Restocking*	10% Value of goods
- Without wrong deliveries by us	AV/undeliverable/wrong Adress or Zip Code	2,50 € per package
- *By Returns of drop shipping less Restocking costs		

ADDITIONAL SERVICES & FEES NATIONAL	Island surcharge EUROPE	+ 20,00 € per package
- Additional Fees for extra Services - Additionally to the specified transport costs - More extra Services on request - * By Returns of drop shipping or acceptance refusal less restocking costs	External Storage 1 tyre	+ 6,00 € per package
	AV/undeliverable/wrong Adress or Zip Code	2,50 € per package
	Restocking AV*	10% vom Warenwert
	Futile Pickup	12,50 € per package
	Special areas DPD (up to 2 <sup>nd</sup> or more delivery attempt	50,00 € per package
		2,50 € per package

**Other countries on request.** Shipping costs international are per package. Depending on tire size and weight between 1-4 tires per package possible. \*Discounted price from 3 tires applies only to motorcycle and scooter tires!