

FACTORY SERVICE TM RACING MOTORCYCLES

SERVICE DEPARTMENT CONTACT

- **MOTO X SPEED, INC. SERVICE DEPARTMENT**
2598 BALLEW COURT
MARIETTA, GA 30062
TEL: (770) 977-5171 FAX: (770) 977-5799
EMAIL: SERVICE@MOTOXSPEED.COM

SERVICE POLICY

- CREDIT CARD TO BE PROVIDED PRIOR TO WORK BEING STARTED
Visa, MasterCard, Discover and American Express Accepted.
- ALL DAMAGED OR REPLACED PARTS WILL BE DISCARDED UNLESS ADVISED OTHERWISE.
- MOTO X SPEED, INC. WILL NOT BE RESPONSIBLE FOR ANY IN-BOUND OR
OUT-BOUND FREIGHT DAMAGE AND/OR LOSS.
- ALL MOTORCYCLES/PARTS MUST BE SHIPPED CLEAN TO MOTO X SPEED, INC.
- ANY RIDER WHO RESIDES WITHIN A 100 MILE RADIUS OF AN AUTHORIZED TM RACING
DEALER OR SERVICE CENTER MUST FIRST GO THROUGH RESPECTIVE PARTY.

SERVICE WORK PROCEDURE

- BEFORE WORK COMMENCES, MOTO X SPEED, INC WILL REQUIRE WRITTEN CONFIRMATION
FROM CUSTOMER ON SERVICE ORDER FORM BEFORE PROCEEDING WITH THE ADDITIONAL
REPAIRS AND WORK.
- MOTO X SPEED SERVICE ORDER FORM (**PDF PRINTABLE FORM**).
- THERE WILL BE A \$65.00 MINIMUM CHARGE ON ALL ITEMS, REGARDLESS OF ANY WORK
BEING COMPLETED. THIS FLAT RATE INCLUDES THE REQUIRED TIME TO INSPECT PARTS
FOR EXCESSIVE WEAR AND MAKE ADJUSTMENTS TO BRING PARTS/ENGINE TO FACTORY
ORIGINAL SPECIFICATIONS USING ORIGINAL EQUIPMENT PARTS TO ENSURE THE HIGHEST
LEVEL OF REPAIRS.
- TECHNICIAN WILL NOTIFY DEALER/CUSTOMER AFTER PARTS/ENGINE HAS BEEN DIAGNOSED
AND INSPECTED FOR ANY ADDITIONAL EXPENSES DUE TO ADDITIONAL PARTS AND OR
LABOR REQUIRED TO BRING PART/ENGINE TO FACTORY ORIGINAL SPECIFICATIONS.
- PARTS ARE PRICED AT RESPECTIVE DEALER COST FOR AUTHORIZED DEALERS AND MSRP
FOR INDIVIDUALS. LABOR IS A FLAT RATE OF \$65.00 PER HOUR.
- MOTO X SPEED WILL NOTIFY AND INVOICE CUSTOMER OF THE TOTAL COST UPON
COMPLETION OF SERVICE. CUSTOMER IS REQUIRED TO REMIT FULL PAYMENT WITHIN
THIRTY (30) DAYS OF INVOICE.

IF PAYMENT NOT RECEIVED WITHIN THIRTY (30) DAYS, 5% INTEREST OF TOTAL AMOUNT
WILL ACCRUE MONTHLY UNTIL INVOICE IS PAID IN FULL.

WE WILL PROMPTLY SHIP TO CUSTOMER VIA UPS, ONCE FULL PAYMENT RECEIVED.