

## PARTS ORDERING PROCEDURE TM RACING MOTORCYCLES

### GENERAL POLICIES

- ALL SALES THROUGH AN AUTHORIZED TM DEALER.  
WE STOCK A FULL LINE OF GENUINE TM RACING MOTORCYCLES, PARTS AND APPAREL.  
WE ARE ALSO AN AUTHORIZED DISTRIBUTOR OF WIND RACEWARE, W2 BOOTS, WRP (Works Racing Parts), MARCHALD AIR FILTERS AND RINALDI TIRES.  
OUR WHOLESALE POLICIES ARE FOR MOTORCYCLE DEALERS, REPAIR SHOPS AND ACCESSORY RETAILERS WITH A TAX ID NUMBER AND A LEGITIMATE BUSINESS OPERATION.
- MOTO X SPEED, INC. RESERVES THE RIGHT TO SELL SPARE PARTS AT RETAIL PRICES TO A RIDER, IF RIDER CAN VERIFY THROUGH REGISTRATION THAT HE/SHE LIVES BEYOND 100 MILES OF THE NEAREST AUTHORIZED TM DEALER.
- WE RESERVE THE RIGHTS TO REFUSE OUR PRODUCTS AND/OR SERVICES TO ANY BUSINESS OR INDIVIDUAL WHO DOES NOT MEET THESE CRITERIA.

### HOURS OF OPERATION

- 10:00AM – 7:00PM EST, MONDAY THRU FRIDAY. CLOSED SATURDAYS, SUNDAYS, AND NATIONAL HOLIDAYS

### ORDERING POLICY

- ORDER PLACING PRIORITY
  1. **FAX: MOTO X SPEED, INC. ORDER FORM TO (770) 977-5799**  
**(Fax line available 24 hours a day/7 days a week for your convenience)**
  2. EMAIL: MOTO X SPEED, INC. ORDER FORM TO [SALES@MOTOXSPEED.COM](mailto:SALES@MOTOXSPEED.COM)
  3. PHONE: (770) 977-5171
- ORDER FORMS (**PDF PRINTABLE**) **DEALER ORDER FORM** **CUSTOMER ORDER FORM**  
CONTACT MOTO X SPEED FOR ADDITIONAL FAXABLE ORDER FORMS AT NO CHARGE.
- WE WILL CONTACT DEALER/CUSTOMER WHEN ORDER IS RECEIVED.
- ADDITIONAL HANDLING FEE OF 5% ADDED TO ALL ORDERS TO BE DROP-SHIPPED.
- ADDITIONAL \$25.00 HANDLING FEE FOR INTERNATIONAL ORDERS.

### RETURN POLICY

- NO RETURNS ACCEPTED AFTER 30 DAYS FROM DATE OF INVOICE.
- BEFORE RETURNING PRODUCTS, PLEASE NOTIFY MOTO X SPEED TO OBTAIN A RETURN AUTHORIZATION (RA) NUMBER.
- MOTO X SPEED WILL ONLY ACCEPT RETURNED PRODUCTS IN "NEW" CONDITION FOR RESALE.
- RETURNED PRODUCTS MUST BE LABELED WITH PART NUMBERS ATTACHED.
- MOTO X SPEED WILL ADD A 25% RESTOCKING FEE ON ALL RETURNED PRODUCTS.
- ALL ELECTRICAL PARTS ARE NON REFUNDABLE/NON EXCHANGEABLE.
- **SPECIAL ORDER:** PARTS/ACCESSORIES/CLOTHING ARE NON REFUNDABLE/  
NON EXCHANGEABLE (As these are not normal stocked items).

**BACKORDERS**

- BACKORDERS WILL BE AUTOMATICALLY SHIPPED AS ITEMS ARE RECEIVED IN STOCK.
- PAYMENT WILL BE DUE AT TIME OF ORDERING.

**PRICING**

- DEALER PRICING IS A DISCOUNT FROM MSRP PRICING.  
DISCOUNT IS SET ON AN INDIVIDUAL BASIS.

<b>"A+" DEALER</b>	<b>35%</b>	HIGH VOLUME TM MOTORCYCLE STOCKING DEALER
<b>"A" DEALER</b>	<b>30%</b>	TM MOTORCYCLE STOCKING DEALER
<b>"B" DEALER</b>	<b>20%</b>	AUTHORIZED TM PARTS AND SERVICE DEALER
<b>"C" DEALER</b>	<b>10%</b>	NON TM MOTORCYCLE DEALER, SHOP/ACCESSORY STORE
- INDIVIDUAL CUSTOMERS ARE PRICED AT MSRP.

**PAYMENT POLICY**

- PAYMENT IN FULL IS DUE AT TIME ORDER IS SHIPPED.  
WE ACCEPT VISA, MASTERCARD, DISCOVER and AMERICAN EXPRESS.
- ALTERNATE FORMS OF PAYMENT WILL BE ACCEPTED WITH PRIOR ARRANGEMENT BETWEEN DEALER/CUSTOMER AND MOTO X SPEED.

**SHIPPING**

- SHIPPING OF ALL ORDERS IS PAID FOR AT TIME OF SHIPMENT.
- SHIPMENTS ARE MADE VIA UPS, CALCULATED ON SIZE AND WEIGHT OF SHIPMENT.
- GROUND, NEXT DAY AIR, 2<sup>ND</sup> DAY AIR, 3 DAY SELECT OPTIONS AVAILABLE.

PARTS ORDERING PROCEDURE/AUGUST.08