



NATIONAL DELIVERY SERVICE TERMS OF USE

TERMS AND CONDITIONS OF MOTORCYCLE TRANSPORT LTD'S DELIVERY SERVICE FOR ACCOUNT AND NON-ACCOUNT CUSTOMERS

'SOS Motorcycle Recovery' is the trading name of Motorcycle Transport Ltd. All orders for services accepted and the contract of supply of service arising between SOS and the Customer holder shall be governed by the following Terms and Conditions (as well as those set out in our Terms of Business). The acceptance of the contract and/or services by the Customer shall be deemed an acceptance of these conditions of sale.

No other terms and conditions except those implied by law shall be of any effect unless the same are expressly agreed to in writing by both SOS and the Customer. Customers' data will be stored on a computer for accounting and promotional purposes only and will not be given to any third parties unless the Customer has given their consent.

1. All vehicles for transport must be ready for collection prior to the job being booked. We have the right to charge a failed collection fee if we arrive and a vehicle is not ready to be transported.
2. All prices quoted, except where explicitly stated are net prices and are subject to VAT at the rate current at the time and any imposition, where applicable, shall be paid in addition by the Customer.
3. SOS reserves the right to alter prices when necessary, to meet business needs.
4. Certain vehicles may be classed as a "large bike"; due to additional size and weight altering our carrying capacity, these vehicles can incur extra charges subject to the discretion of SOS.
5. Delivery to or collection from certain areas, inside and outside of the UK mainland, may incur extra charges. Examples of such areas include any address north of Inverness Scotland, and parts of Western Scotland. If you are unsure on a particular address, please check with us before proceeding with a booking.
6. Payment details must be provided at the time of booking unless by prior agreement of the Accounts Manager or Duty Controller (or unless the Customer has a credit account facility with SOS, in which case the Credit Terms apply). Accepted methods of payment are credit or debit card (not including American Express), cash payments can be accepted if agreed by management. Cheques will not be accepted.
7. All account holders are permitted to make payments on time, using the invoice numbers as payment reference. SOS Reserves the right to place accounts on hold if invoices are not paid within the agreed terms.
8. Our services are quoted on working day terms, which does not include weekends, bank holidays or any days that collection/delivery is not possible (i.e. weekdays upon which the shop/dealer/garage is closed)
9. Customers are expected to make arrangements to be available for collection/delivery within the working day period. We reserve the right to extend or reset the working day period should a customer not be available for collection or delivery.
10. Once arrangements are made for collection or delivery, if, for any reason, the collection or delivery can no longer go ahead as planned, SOS reserves the right to charge a "cancellation" fee to cover any expenses before rescheduling
11. SOS will not be held accountable for the condition of the vehicle upon collection, the details of which will be documented by our staff
12. Should any spare parts or accessories be accompanying the vehicle, they must be properly packaged; SOS will not accept any liability for the condition of spare parts or accessories. Boxes or spare parts may be subject to additional charges based on size/weight.
13. SOS will document the condition of the vehicle each time it is moved as well as at the delivery point.
14. Any queries regarding the condition of the vehicle should be raised at the time of acceptance and documented on SOS job reports.
15. SOS will not be held responsible for the vehicle once it has been accepted by the customer/client.
16. Any complaints should be brought to the attention of SOS within 5 working days. All complaints will be handled fairly and in line with our company's complaints procedure.
17. If any of these terms and conditions shall be found to be unlawful, it shall not vary or affect the validity or enforceability of the remainder of the conditions.
18. This contract is and shall be deemed to have been made in England and shall be governed by English law.