

Terms And Conditions

NEW DEALERS

We sell only to legitimate motorcycle / ATV dealers and accessory stores. All new dealer applications are carefully checked to verify that they are from bonafied dealers entitled to the trade discount.

DEALER APPROVAL

All required forms must be submitted correctly and completely with proper signatures. Three to Five working days are required to process dealer approval. We reserve the right to discontinue sales to any dealer abusing our services and policies.

PAYMENT TERMS

Our terms are C.I.A. (Cash in Advance) before delivery. Payment may be made directly into our FNB bank account. Cheques are NOT accepted.

Banking Details:

Bank: FNB Cheque Account
Acc Name: Startline
Branch: Davenport
Acc. No.: 620 344 71 70 6
Branch Code: 220 226

PRICING

Prices are subject to change without notice.
A Trade discount of 20% is given on all imported goods.
A 10% discount applies on locally bought goods

ORDERING

You may come in to our premises to buy directly.
Please order by email or fax and use part numbers to avoid confusion.
Phone orders will not be accepted unless there are exceptional circumstances.
Startline will not accept responsibility for incorrectly received goods ordered by phone.
Under normal circumstances, orders received, and paid for, by 2p.m. will be shipped same day.

DELIVERY

Delivery is free on all invoices over R4, 000.00 (exc. VAT) (Subject to change without notice). Shipping is by UTI (Sun Couriers) or Time Freight. Shipping by any other carrier specified by a dealer will be for their account. Please allow 3 days shipping time.
Deliveries to KZN, Gauteng and some Free State areas are usually next day but this is not guaranteed. Free freight may not apply on some "Specials" and promotions.
Any orders less than R1 000.00 (exc. VAT) delivered by Startline will be subject to a R250.00 (exc. VAT) delivery charge.

DAMAGES

All goods are carefully packed and in good condition when shipped.
If they arrive damaged, file the claim with the delivering carrier, not with Startline.

RETURNS

Startline is unable to accept return of any discontinued or "Blowout" specials. Goods may not be returned for credit without our written permission. Any goods accepted will be credited at your cost, less 20% handling charges. No goods will be accepted for credit or exchange if not requested within 14 days of invoice date or if product and packaging are not in condition to be resold. Full credit will be allowed in cases where goods are returned because of faulty workmanship or error on the part of our organisation. Insure all returned goods for your protection.

WARRANTY & DEFECTIVE ITEMS

Startline makes no warranties whatsoever, expressed or implied, oral or written, to purchases. The manufacturer under limited warranties warrants many of the items Startline sells. These items generally require manufacturer's authorisation before Startline can issue credit. We will make every reasonable attempt to gain this from the manufacturer on your customer's behalf. Any item returned under warranty that is obviously abused will be returned to you and no credit issued. If an item must be sent to the factory for inspection, you will be notified as soon as we are advised of the disposition.