

Sydney City Motorcycles Privacy Policy

Conditions of Use:

Welcome to Sydney City Motorcycles. Sydney City Motorcycles provides its services to you subject to the following conditions. Please read them carefully. If you visit or shop at Sydney City Motorcycles, you accept these conditions.

Your Privacy:

In order to understand our privacy practices, please review our Privacy Policy which, in addition to these Conditions of Use, governs your visit to Sydney City Motorcycles web site(s).

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Your Sydney City Motorcycles Account:

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. If you are under 18, you may use Sydney City Motorcycles only with involvement of a parent or guardian. Sydney City Motorcycles reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders in its sole discretion.

User-supplied Content:

Users of this site may post reviews, comments, and other content; and submit suggestions, ideas, comments, questions, or other information, so long as such content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights, or otherwise injurious to third parties or objectionable and does not consist of or contain software viruses, political campaigning, commercial solicitation, chain letters, mass mailings, or any form of 'spam". You may not use a false e-mail address, impersonate any person or entity, or otherwise mislead as to the origin of any content submitted. Sydney City Motorcycles reserves the right (but not the obligation) to remove or edit any content. If you do post content or submit material, and unless we indicate otherwise, you grant Sydney City Motorcycles a nonexclusive, royalty-free, perpetual, irrevocable, and fully sublicensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such content throughout the world in any media. You grant Sydney City Motorcycles and its affiliates and sublicensees the right to use the name that you submit in connection with such content, if they choose. You represent and warrant that you own or otherwise control all of the rights to the content that you post; that the content is accurate; that use of the content you supply does not violate this policy and will not cause injury to any person or entity; and that you will indemnify Sydney City Motorcycles or its affiliates or sublicensees for all claims resulting from content you supply. Sydney City Motorcycles has the right but not the obligation to monitor and edit or remove any activity or content. Sydney City Motorcycles takes no responsibility and assumes no liability for any content posted by you or any third party.

Shipping Terms:

All items purchased from Sydney City Motorcycles are made pursuant to a contract. If you pay for shipping, then shipping terms are FOB Destination. In both cases, and if you pick up your merchandise at our retail location, the title for such merchandise passes to you upon your receipt of the goods, whether received from common carrier or by in-store pick up.

Product Images/descriptions:

Sydney City Motorcycles attempts to be as accurate as possible in our product images and/or descriptions. However, Sydney City Motorcycles does not warrant that product images, descriptions or other content on this site are accurate, complete, reliable, current, or error-free. If a product offered by Sydney City Motorcycles is not as described, your sole remedy is to return it in unused condition.

Merchandise Pricing:

Except where noted otherwise, the "Our Price" displayed for products on our website represents the full retail price in Australian Dollars for the product itself, as suggested by the manufacturer or supplier, or estimated in accordance with standard industry practice; or the estimated retail value for a comparably featured item offered elsewhere. The "Our Price" is a comparative price estimate and may or may not represent the prevailing price in every area on any particular day. For certain items that are offered as a set, the "Our Price" may represent the aggregate of the manufacturer's estimated or suggested retail price for each of the items included in the set. Sydney City Motorcycles can not confirm the price of an item until you order. Despite our best efforts, a small number of the items on our website may be mispriced. If an item's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation. If an item's correct price is lower than our stated price, you will only be charged the correct, lower amount.

Returns

We accept returns for items purchased online subject to the following conditions:

Items must be returned within 30 days.

Items must be in original, undamaged, unworn, unwashed condition with all tags still attached, and in the original packaging or the return may be refused.

Any electronic parts or accessories are not eligible for return.

You are responsible for any costs associated with returning your item to us.

If you request a refund, the value of your order, minus postage costs will be refunded to you (by us crediting your original payment method) once we have received the return item back and confirmed that it meets the above conditions.

Refunds are usually processed within 5 business days. Refunds generally take 2-3 business days to show up on your credit card statement/bank account.

Exchanges

Items must be returned within 30 days.

Items must be in original, undamaged, unworn, unwashed condition with all tags still attached, or the return may be refused.

You are responsible for any costs associated with returning your item to us.

Please include a self addressed prepaid satchel with your return parcel, such as a 3kg/5kg Express Post satchel that you can purchase at your local Post Office. We'll be using this satchel to return the exchange back to you.

Refunds Policy

Please note that unless the product is damaged, faulty or an administrative error was made by SCM; we DO NOT refund the cost of transaction fees on any order for change of mind or errors made when placing the order.

PayPal payments (3%)

Credit Card payments (M/C -Visa 1-5 %)

Helmets

We cannot accept exchanges or returns on helmets for safety reasons. All Helmets come with a standard clear visor, unless the description states otherwise.

Disclaimer Of Warranties And Limitation Of Liability:

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Governing Law:

By visiting Sydney City Motorcycles, you agree that the laws of the state of NSW, without giving effect to principles of conflict of laws, will govern these Conditions of Use and any dispute of any sort that might arise between you and Sydney City Motorcycles and/or its affiliates.

Miscellaneous:

Please review our other policies posted on this site. These other policies also govern your visit to Sydney City Motorcycles. We reserve the right to make changes to our site, policies, and these Conditions of Use at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, such condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

To Contact Us

Phone: (02) 9330 9100

1a Epping Road,

Lane Cove, NSW 2066

Our Commitment to Privacy

Sydney City Motorcycles values its customers and respects their privacy. We collect customer information in an effort to improve your shopping experience and to communicate with you about our products, services, contests and promotions. We do not sell or rent your personal information to third parties. Period.

Is my information secure?

Sydney City Motorcycles is committed to handling your customer information with the highest standards of information security. We use 128 bit Secure Sockets Layer (SSL) technology to protect your online order information as it is transmitted over the Internet. Additionally, your credit card information is stored only in encrypted form. We restrict access to your personally identifiable information to employees who need to know that information in order to provide products or services to you. The security of your Sydney City Motorcycles account also relies on your protection of your Sydney City Motorcycles website password. You should not share your Sydney City Motorcycles website password with anyone. Sydney City Motorcycles will never ask you to send your password or other sensitive information to us in an email, although we may ask you to enter this type of information on the Sydney City Motorcycles website.

Credit Card Safety

In an effort to protect the security of your credit card and in accordance with our terms and conditions we require a completed credit card authorisation form for all orders over \$500.00 a security check may be conducted to verify that the customer making a purchase online is also the cardholder, regardless of the order amount. This is a one-time procedure, and once verified, we proceed to process and dispatch the order. A landline telephone number, copy of your credit card and state issued license is required to complete the security check.

To prevent delays in processing your order, the use of PayPal may help speed this process up.

Protecting the safety of your credit card information is important to us. We use Secure Sockets Layer (SSL) technology to protect the security of your credit card information as it is transmitted to us.

SSL is the gold standard in Internet encryption technology, which is a fancy way of saying that it's a highly sophisticated method of scrambling data as it travels from your computer to our website's servers.

Q: How secure is the encryption used by SSL?

A: It would take significantly longer than the age of the universe to crack a 128-bit key.

SSL uses public-key encryption to exchange a session key between the client and server; this session key is used to encrypt the http transaction (both request and response). Each transaction uses a different session key so that even if someone did manage to decrypt a transaction, that would not mean that they would have found the server's secret key; if they wanted to decrypt another transaction, they'd need to spend as much time and effort on the second transaction as they did on the first. Of course, they would have first have to have figured out some method of intercepting

the transaction data in the first place, which is in itself extremely difficult. It would be significantly easier to tap your phone, or to intercept your mail to acquire your credit card number than to somehow intercept and decode Internet Data.

The bottom line is that your credit card information is secure.

To make sure you are accessing our secure server before you submit personal financial information, look at the lower left or right hand corner of your browser. If you see an unbroken key or a closed lock (depending upon your browser), then SSL is active. To double-check for security, look at the URL or Location line of your browser. If you have accessed a secure server, the first characters of the address in that line should change from 'http' to 'https.'

Some browser versions and some firewalls don't permit communication through secure servers like the ones we use to process orders at Sydney City Motorcycles.

Cookies:

A cookie is a small data file that Web sites often store on your computer's hard drive when you visit their sites. A cookie may contain information (such as a unique user ID), that is used to track the pages of the sites you've visited. We use cookies but do not store personally identifiable information in your cookie.

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You can refuse cookies by turning them off in your browser. If you turn off cookies, though, we will not be able to track your order or enable you to make a purchase from our site. Nor will we be able to recognize you as a signed up user to allow you access to your account information.