



ONLINE STORE TERMS & CONDITIONS

Exchanges & Refunds:

If you wish to exchange or return an item you have purchased from our online store, email us at onlinestore@frasermc.com.au. Exchanges and refunds must be within the 28 days of purchase. Please note that we cannot exchange or refund the following products: clearance, sale or discounted products, helmets, electrical items, undergarments or parts that have been fitted/used.

In the case of an exchange or refund we do not hold any responsibility of postage costs. We also hold no responsibility of the item(s) until it reaches our store. Make sure when returning the item(s) that all tags and original packaging are attached, and the item(s) are in new condition (not fitted, used or worn). We will assess the item(s) before exchanging or refunding money.

Enquiries & Questions:

If you have any questions or enquiries, please make sure you send us an email at onlinestore@frasermc.com.au. We hope to help you as best we can!

Ordering an incorrect part:

Please make sure that you check the fitment of the parts or accessories you are purchasing, before committing to the purchase. We have fitment information on each and every part listing, if you are unsure please ask us before ordering your items.

We hold the right to cancel orders if we have sold the item in store and cannot order it in from the supplier. Please note that we do our best to have every item shipped within 1-2 business days of the order being placed. In peak times it can be 3-5 business days, but all effort is made to get orders out in a timely manner. Some items may ship from multiple locations, in which case you will receive multiple deliveries. This may extend delivery times, if the delivery address is further away from the dealership dispatching the order.

Thank you for shopping with us!

- *The Fraser Motorcycles Team*