



Retail Terms and Conditions (Jan 2017)

Bicycles, Bicycle parts' and/or accessories are hereinafter referred to as the merchandise. Deposit payment is only applicable to merchandise which is priced RM 1,000 and above.

1. For Available Merchandise:

A minimum deposit payment of thirty percent (30%) is required to be paid by the Customer if he/she intends to reserve the merchandise based on availability. The deposit forms part of the final payment.

Deposit payment received from the Customer entitles the merchandise to be reserved for a maximum period of fourteen (14) days (effective from when the deposit form is issued). The Customer is required to pay for the remaining seventy percent (70%) balance payment and collect the merchandise within fourteen (14) days, failing which the Management reserves the right to sell the merchandise without further reference to the Customer and the Management shall not be held responsible or be liable to the Customer for any losses or damages whatsoever. The Deposit shall not be refundable and can only be used to purchase any other available merchandise of the equivalent value. For purchase of items of a lesser value, there shall be strictly no refund of the balance. For purchase of items of a higher value, the Customer shall pay for the increased difference.

Merchandise items upon confirmation of supply and availability from the manufacturer and/or distributor, will be available for collection from the 2Escape Main Store in Petaling Jaya as soon as products are available. Deposit paid for the merchandise is based on the selling price as per stated in the deposit form and will not be adjusted according to prevailing offers/promotions. The selling price is final.

2. For Special Orders – Special Order Merchandise:

Normally a minimum deposit payment of fifty percent (50%) of the full retail price is required to be paid by the Customer if he/she intends to make a special order (typically for any special-order merchandise that is not immediately available). Deposit amounts may vary depending on the nature/retail price of the merchandise. This deposit forms part of the final payment upon delivery of the special-order merchandise or shall be forfeited if the Customer fails to accept the delivery of the special-order merchandise upon the terms herein.

For special-order merchandise items which are not immediately available, a special arrangement can be made with the Supplier, but subject to confirmation of availability by the Supplier. Special-order merchandise may take a longer period to deliver, which may extend above ninety (90) days from the date the deposit form is issued herein subject to production and shipment schedules. However, possible inconsistencies in logistics may result in the merchandise arriving at an earlier or later date. For special-order merchandise items, the Management will notify the arrival to the Customer by telephone and/or email and the Customer is required to pay for the remaining balance payment and collect the merchandise within fourteen (14) days calculated from the day of arrival notification. Failure to collect the special-order merchandise items within the aforesaid time frame will result in forfeiture of deposit paid as compensation to the Management.

Deposit payment applies strictly for the merchandise model with specifications stated in the deposit form and is strictly not exchangeable for any other product or a similar product with different specification or different merchandise altogether. No cancellation of order is allowed after issuance of this deposit form or collection of deposit monies, which will be deemed a confirmation order.

Deposit paid for the special-order merchandise is based on the selling price as per stated in the deposit form and will not be adjusted according to prevailing offers/promotions. The selling price is final.

In any case of refund, due to the unavailability/non-availability of the special-order merchandise items for more than one hundred and eighty (180) days from the date the deposit form is issued herein, the Management will only be held liable to refund the exact deposit sum (in Ringgit Malaysia currency) originally paid by the Customer under cash transactions. For credit card transactions including Visa/Master and/or other charge/credit cards, the deposit sum will only be refunded after deducting all related card transaction charges or any other related bank charges. The Management shall not in any way be held liable for any losses, damages, costs or expenses whatsoever to the Customer for the unavailability/non-availability of the special-order merchandise items.

Two Escape Sdn Bhd – Management.