



Phone: 209-785-6878

FAX: 209-785-6879

LewisportUSA
P0 BOX 611
COPPEROPOLIS CA 95228

Email info@lewisportusa.com

Website www.lewisportusa.com

Hours:

Lewisport business policies, refund and cancellation procedure business hours:

10am - 4pm Pacific Time

Monday - Friday

Ordering:

You are welcome to place your order via email or telephone. Orders are dispatched the same day unless an item has to be special ordered; the order is then dispatched when the item is available. All Visa/MasterCard charges are put through the day the order is shipped to the customer.

Shipping:

This is handled by FedEx. Services offered are:

FedEx 2 day

FedEx Home Delivery 3-5 business days

FedEx Ground 4-5 business days.

Any other form of shipping must be by customers request and shall no longer be the responsibility of LewisportUSA.

Returns:

What can be returned? New merchandise in its original packaging can be returned for credit. Please always include the original sales receipt together with the reason for the return.

Parts/accessories that have been purchased new and then used or "run in" by the customer i.e.: bolt impressions, modifications or drilling of the part. (This means you can not install a part and then remove it and expect a credit/refund). These are not returnable under any circumstances. Electrical parts are also not returnable.

Why can't I return electrical parts? As in most industries, electrical components are not returnable. These types of parts are frequently purchased by persons trying to fix a problem by process of trial and elimination. Improper installation and additional unrecognized problems can inadvertently damage electrical parts. Items we sell are not warranted against damage caused by improper installation, modifications, mistakes or misdiagnosis. We may have available "loaner" electrical parts for purpose of electrical diagnosis. Just ask for our help in these situations.

Helmets, boots, and clothing will be exchanged for a different size or color if incorrect. We will refund you the price of an item if there is a defect or an item is damaged during shipping.

What fees apply to returned items? All items returned for credit will be subject to a 20% re-stocking fee. The reason for this rule: Our personnel cannot do the work of invoicing and packaging outgoing shipment, incoming returns, and return credits without compensation. A motorcycle parts/accessories warehouse cannot deplete its warehouse stock simply to loan merchandise to its customers upon their speculation that "they might want it," and just because of a "change of mind", they want to return it for a refund. The 20% fee covers our cost of processing returns resulting from failed transactions or misunderstandings.

To avoid the 20% re-stocking fee you may wish to consider keeping the item.

Is there a time limit for a return? No returns are accepted after 30 days. We are not a trading company i.e.: if you purchase some parts, and you have them longer than 30 days and decide you would like to return them for a credit or exchange, that would be a trade, and we do not accept trades.

What should be included in a return package? Please include a copy of the original sales receipt. Please mark on the receipt the reason for the return.

Can I get a refund? We do not refund money on returned items. Returned items will be credited to your next sales receipt.

Do you make exceptions to these rules? In most cases, no exceptions are allowed. If you feel you need a special exception, we will discuss it on a case by case basis.

Exchanges:

What is the policy on exchanges? If, for example, you receive a helmet and it is too small, we will send you a different size. However, we will have to issue another sales receipt and charge you for the second helmet until we receive the original one back into stock.

Currency exchange rates and pricing:

Due to foreign exchange of currency, prices are subject to change without notice.

Fitting of parts/accessories:

We hold no responsibility for your aptitude in the fitting of new components and accessories to your trials motorcycle purchased from Lewisport. If you are unsure, please call for advice or ask someone that does know and has the correct knowledge to fit a component/accessory for you.

Engine/component repair terms:

Lewisport USA is one of the largest trials dealerships in the Americas. Lewisport has vast experience in operation, maintenance and repair of all brands of trials motorcycles. From this experience we have found some common problems that our customers and dealers have experienced. We make every effort to avoid these problems by advising our customers about proper procedures for maintenance and repair of the trials motorcycle. However we cannot be responsible for work not performed "in house" by a

Lewisport repair person.

When you receive your repaired/rebuilt engine or other component, you are entirely responsible for the proper installation and set up of these components. We take no responsibility for your mechanical aptitude or the aptitude of any and all individuals or companies you choose to complete or assist you in completing the work on your trials motorcycle.

When installing your rebuilt/repared component into your motorcycle, we assume that you have the aptitude to realize that oil, fluids, and/or coolant is necessary for the proper operation of the component(s). We assume you or the person you choose to repair the motorcycle is competent to do so, and we assume no liability for your choice in these matters. Therefore we cannot guarantee in any way the longevity or safety of any repairs completed by you or the person/company of your choice.

Only a complete motorcycle delivered to Lewisport for repair is warranted in any way. As we have no way to supervise the installation of repaired/remanufactured components we cannot be held responsible. Under no circumstances will we be responsible for any work not performed entirely at our facility. Furthermore we waive any and all responsibility for your safety, or the safety of others, as you have assumed this liability when choosing the method of repair of your own machine. This general disclaimer applies to anything not entirely completed at our facility. As we cannot test your motorcycle for proper operation after repairs are completed, we naturally have no way to foresee any errors of repair procedure done by you or your chosen repair person/facility.

Motorcycles are devices that can cause injury or death. We assume that you take full responsibility for your safety as well as the safety of any and all individuals associated with you and the brand of trials motorcycle you own. Hydraulic fluid is dangerous when under pressure, and you stand risk of poisonous injection from high pressure fluids. Antifreeze is poisonous and should not be ingested. Gasoline is highly flammable and is also a known carcinogen. Do not work on your motorcycle near any open flame or any gas appliance with a "pilot light". Every year hundreds of people worldwide are wounded or killed by flash fires resulting from the mishandling of flammable liquids such as gasoline or paint thinner. Don't be one of these statistics. Never use flammables as a solvent for cleaning. Rags soaked in flammable liquids can spontaneously combust. Always dispose of properly.

**Thank you,
LewisportUSA**