

www.manx.co.uk

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MOLNAR • PRECISION • LIMITED

INFORMATION FOR OVERSEAS CUSTOMERS

Dear Sir,

Thank you for your enquiry, enclosed are our lists of parts for your bike.

As a result of Andy's tours abroad on his Norton Dominator, we know about the reservations that many of you have about ordering parts from England. We have a substantial number of existing customers in Europe, Australia and North America; indeed almost 50% of our turnover is in exports. We want to build on this business, and hope that these notes will help you to understand and appreciate our service. We have a 4,000 square foot workshop and thousands of stock lines; we have been in business for over 25 years and are not going to disappear overnight.

Correspondence

All letters receive replies, even complaints! We do ask when making an enquiry that you enclose \$2 or 2 International Reply Coupons for a reply by airmail. Alternatively you can let us have a fax number or email address where you can be contacted.

Orders

Please write your order clearly, preferably on our order form, and make sure you order the correct parts for your machine, it is expensive for you to return parts. If you are not sure of the part you need, include a sketch with all the relevant measurements. Our credit card company does not allow us to take telephone orders, so please send by post, fax or email, at the moment we do not have a secure online ordering facility, so you need to phone or fax your card details.

Payment

The easiest method of payment is by credit card; we accept Visa & MasterCard. If you choose this method of payment you must give us the cardholder name, address, the card number and expiry date, the security code from the signature strip and sign the order form. There is a service charge of 4% if you choose this method of payment.

Because of this service charge, for larger amounts you may prefer to transfer sterling payment direct to our business account:

Royal Bank of Scotland, 97 Fishergate, Preston, Lancashire, PR1 2DP England.

Molnar Precision Ltd

Account Number 10380867

Sort Code 16 28 33

BIC: RBOS GB 2L

IBAN: GB49 RBOS 1628 3310 3808 67

Our bank will charge us £7.00 to receive the payment so you must add this to the order total. You must also check the box to pay your banks charges when you request the transfer.

Cheques, drafts and money orders drawn in sterling are all acceptable; your bank will make a charge for this.

Sorry, but because of the variation in exchange rates we are not able to accept payment in currencies other than £ sterling.

V.A.T.

List prices do not include VAT, and there is no VAT on goods exported to countries outside the EC, so omit this line from your calculations on the order form. If you ask us to send goods to an address in the UK, you have to pay VAT and this cannot be reclaimed, even if you subsequently export the goods. If you collect goods from us during a visit to England you will have to pay VAT and reclaim it under the retail export scheme.

VAT has to be paid on goods exported to countries within the EC, unless you quote a valid VAT registration number.

Credit Notes

If you make an overpayment we will send a credit note which can be used for the purchase of goods at any time in the future, there is no time limit, but you must return credit notes if you use them as part payment for an order.

Delivery

We try to maintain 100% stock on all listed items, but this is not always possible. Usually ex stock items will be sent immediately, out of stock parts will be manufactured and sent as soon as available. If for any reason there is likely to be a lengthy delay in delivery of your order we will write and let you know the reason for the delay, and when we expect to deliver.

Postage, Packing and Insurance

There is now very little difference in the cost of air and surface mail, and we cannot insure goods sent by surface, so we will usually send goods by air mail, or UPS carrier if the order value is sufficient.

If you pay by credit card we weigh the package and charge postage at cost. If you choose another method of payment you must add 25% of the goods value to cover postage. Please note minimum post charges:

Europe: £5.00

Northern Hemisphere: £10.00

Southern Hemisphere: £15.00

If you do make an overpayment on postage costs we will send a credit note.

Your order should be with you within a couple of weeks, if you have not heard anything from us within 4 weeks of sending your order, please contact us.

We hope that the above answers any queries you may have, if you have any further questions please do not hesitate to contact us. Our fax is in operation 24 hours a day and there is an ansaphone when the office is closed. Our email address is sales@manx.co.uk

Best regards,

Andy Molnar