12CP LIMITED

Terms & Conditions for Collecting & Delivering Motorcycles in the UK

Agreement Governing Motorcycle Collection and Delivery Services

Introduction

These terms and conditions ("Terms") set out the agreement between the service provider **12CP Limited** ("we", "us", "our") and the customer ("you", "your") regarding the collection and delivery of motorcycles within the United Kingdom. By booking our services, you acknowledge and agree to abide by these Terms.

1. Booking & Payment

- Bookings must be made via our official website, phone, or email, and are subject to availability.
- 50% payment is required prior to collection unless otherwise agreed in writing.
- Any changes to your booking must be communicated at least 24 hours before the scheduled collection.

2. Collection

- You must ensure that the motorcycle is ready for collection at the agreed time and location.
- Keys, documents, and any accessories to be transported must be provided at the time of collection.
- If the motorcycle is not ready or accessible at the agreed time, additional charges may apply.

3. Delivery

- We will deliver your motorcycle to the specified address as per your booking details and unloaded once the invoice has been paid in full.
- You or your authorised representative must be present to receive the motorcycle and sign for delivery.
- Upon delivery, you must inspect the motorcycle and report any damage or discrepancies immediately.

4. Condition & Inspection

- We will conduct a visual inspection of the motorcycle at collection and delivery points.

- Pre-existing damage will be noted and agreed upon prior to transportation.
- We are not responsible for mechanical faults or failures not caused by us during transit.

5. Insurance & Liability

- We carry insurance covering motorcycles in transit. Details are available upon request.
- Our liability for loss or damage is limited to the value stated in our insurance policy.
- We are not liable for loss or damage caused by events outside our reasonable control (e.g., adverse weather, road closures).

6. Cancellation & Refunds

- You may cancel your booking up to 24 hours before the scheduled collection for a full refund.
- Cancellations within 24 hours of collection may incur a fee of up to 50% of the booking value.
- No refunds will be issued for cancellations made after collection has commenced.

7. Customer Responsibilities

- Ensure the motorcycle is safe for transportation.
- Remove all personal belongings from the motorcycle prior to collection.
- Provide accurate collection and delivery details.
- Notify us of any special requirements or modifications to the motorcycle.

8. Data Protection

- We comply with UK data protection laws and will only use your personal information for service provision and legal compliance.

9. Dispute Resolution

- If you have a complaint, please contact us promptly so we can seek to resolve the matter amicably.
- These Terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

10. Amendments

- We reserve the right to amend these Terms at any time. Updated Terms will be published on our website and apply to future bookings.

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Contact Information

If you have any questions regarding these Terms, please contact our customer service team.