



# Van Leeuwen Enterprises, Inc.

13275 Paxton Street, Arleta, CA 91331-2383

## Business Policy

Van Leeuwen Enterprises, Inc. reserves the right to refuse the wholesale business of anyone who is not an established motorcycle or accessory dealer with a state business license operating on a full time basis in a permanent location.

## Payment Terms

Upon completion of our standard Dealer Application, all major Credit Cards will be accepted as the standard method of payment. Upon request, your account may be reviewed and approved for COD, company check accepted. Open Account applications are available upon request. Credit is available subject to approval of our credit department. Standard open account terms are Net 10 Days. We will apply an interest charge of 1.5% per month to all past due accounts.

## Minimum Order

A service charge of \$5.00 will be applied to all orders under \$35. We can not process any orders under \$15.

## Backorders

Any backorders will be itemized on the customer's invoice. You will not be charged for backordered items, until such time as they can be shipped. We will hold the backorder until it can be shipped, and will call the customer to verify.

## Drop-Ship Orders

We happily accept orders for drop-shipment to your consumer. Volume discounts may not apply. We do not normally charge a fee for this service. Dealer will be responsible for shipping charges.

## Pricing

All prices are subject to change without notice. We will always quote current prices over the phone. Retail Prices are Van Leeuwen's Suggested Retail and do not necessarily reflect manufacturer's suggested retail prices.

## Shipping

We make every effort to ship orders received before 3:00 pm Pacific Standard Time the same day, unless other arrangements have been made. Orders will be shipped the least expensive way at our discretion, unless a specific carrier is requested.

## Claims

All items are carefully packed and shipped in good condition. The carrier is responsible for the goods from the time they leave our warehouse until they are delivered to the customer. Title to the goods passes to the customer upon our delivery to common carrier. All claims for damage or shortage in shipping must be made with the carrier. The original shipping carton(s) must be kept on damaged shipments for inspection by the carrier!

## Refused Shipments

A handling charge equal to 15% of the invoice amount as well as freight charges will be billed to the customer on all refused shipments. Future business is left to the discretion of our credit department.

## Returned Goods

No action or acknowledgement of returned products will be guaranteed without prior authorization from Van Leeuwen Enterprises, Inc. The customer must always phone first to receive a Return Authorization Number and instructions to most efficiently handle the situation, as each product line has a unique return procedure. Defective items will be repaired or replaced, at our option. There is no restocking fee for defective merchandise or shipping errors. All other returns will incur a nominal 15% restock fee.

## Warranty

Van Leeuwen Enterprises, Inc. grants no warranties whatsoever, whether expressed, implied or statutory, including without limitation to the implied warranties of merchantability and fitness for a particular use. Customer's sole remedy is specifically limited to the warranties, if any, granted by the manufacturer of the product. The foregoing is customer's exclusive remedy for breach of warranty. In no event shall Van Leeuwen Enterprises, Inc. be made liable for any incidental or consequential damages which are a result of defects in material or workmanship in the products it sells.

## Business Hours

8:30am to 5:00pm PST  
Monday through Friday, except holidays  
24 hour fax line, 7 days a week  
General e-mail: [vlebest@vleinc.com](mailto:vlebest@vleinc.com)

FAX LINE:

**818-890-2903**

Van Leeuwen Enterprises, Inc. assumes no liability for errors in part numbers, applications or pricing. Reproduction of this catalog in total or part is prohibited by law without the written consent of Van Leeuwen Enterprises, Inc.

Regarding use of trademarks: Rather than place a trademark symbol in every occurrence of trademarks, we hereby state that we are using the names in an editorial fashion only, to the benefit of the trademark owner, with no intention of trademark infringement.