

## Info

Welcome to MDN Engineering Online Store! We hope that your shopping experience is pleasant and efficient. By shopping online, you agree that confirmation of your order creates a contract between us for the sale of merchandise.

Please contact us [sales@mdnengineering.com](mailto:sales@mdnengineering.com) if you have any concerns or suggestions.

## Contact our staff

You can always contact the MDN ENGINEERING ONLINE STORE personnel by sending e-mail to [sales@mdnengineering.com](mailto:sales@mdnengineering.com).

## Ordering, Shipping and Handling Policy

If you have questions about your order or you would like to make an inquiry, please contact: [sales@mdnengineering.com](mailto:sales@mdnengineering.com).

### ***Cancelling the order***

If you have second thoughts about the order you've made, you can cancel it by sending e-mail to [sales@mdnengineering.com](mailto:sales@mdnengineering.com). We will delete your order if it hasn't been handled yet.

### ***Changes to made orders and order merging***

If you want to add or remove items from your order or merge orders, send e-mail to [sales@mdnengineering.com](mailto:sales@mdnengineering.com). If we however have handled your order already, we cannot make any changes to the order.

### ***Currency / Euro (€)***

Prices of products are in Euro (EUR) currency. Unfortunately it's impossible for us to give an accurate figure how much order cost in other currencies. This is not only because the exchange rates between currencies change every minute, but also because every bank and credit card company adds their own different charge for currency conversion. We will charge your credit card in Euros (€) and your credit card company will then convert that amount to your local currency. To find out approximately what you will be charged, ask your credit card company how much they will charge for converting Euros to your local currency. You can also have a look at the many 'Currency Converter' tools on the web. These will give you an idea of roughly how much you will be charged, but they will NOT give you a 100% accurate figure. We recommend using this site [www.x-rates.com/calculator.html](http://www.x-rates.com/calculator.html) but only as a guide.

## ***Delivery Time***

Orders can be received on the weekends, but might not be processed until the next business day. You will see estimated shipment and delivery dates in the e-mail we send you to confirm your order. We will manufacture, pack and post orders as soon as possible. Our aim is that the total delivery time (inc. manufacturing, packing and shipping) will be max 2 weeks.

## ***Duties and taxes***

Deliveries to EU-countries are made in accordance with current EU regulations, in other words, including Finnish VAT.

Customers OUTSIDE the European Union (EU-countries) shop "tax-free" inasmuch as they do not pay Finnish VAT - that means the prices they pay are 22% less than prices on the pricelist. (E.g. Timer Cover with VAT cost 50 EUR and without VAT 40,98 EUR ) Please note, however, that you may be subject to import duties and taxes, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information.

## ***How safe is MDN ENGINEERING online shop?***

Short answer: very, very safe indeed.

Long answer: a lot safer than ordering over the telephone and at least as safe as using your credit card in a local shop. MDN Online Store's "pay" page uses a secure transfer protocol called Secure Socket Layers (SSL). It makes it harder for anyone to "eavesdrop" on your credit card details as they go over the internet to us, by a statistically staggering factor when compared to the normal web protocols. And it was quite difficult to start off with! This makes someone intercepting the information much, much more unlikely than someone tapping into your telephone conversations. SSL encrypts your personal information such as name, address and credit card number in an effort to prevent unauthorized access of this information during the transmission of your online order. Your credit card and billing information is routed through SSL secure servers via an encrypted connection, to ensure your privacy.

Bear in mind, too, that we do not hold your card details on our server. As soon as your order is placed, they are deleted.

## ***Shipping and handling costs***

The shipping charge for your order will be displayed on the order summary page just before you submit your order. We only charge the REAL shipping costs from our customers. This is possible because of our shipping cost -calculator. During the checkout process, the total shipping and handling charge will be calculated and displayed so that you approve it before proceeding to the payment step of your order.

If you want to check how much shipping cost you need to

Add products in your shopping cart by clicking "Add to Cart" –button

When you've added all wanted products in your shopping cart click “Cart”-button on the left side of page.

You have entered “Products in your shopping cart” –section. Click “Proceed to checkout

You have entered “Payers Information” section where you will be asked to type your name, address, country information and e-mail address. After giving all the asked information, click “Save information” button

You have entered the “Products in your shopping cart” section again and there you’ll find out total price and total shipping fee.

If you have only checked shipping fees etc., you can click “Change Information” button and then remove all products from list, or you can click “Proceed to checkout” –button and then either cancel order or continue “To credit card pay service” which is SLL secure line.

## ***Payment Options***

Supported payment methods are a little different on depending where you live. Below is a list of all the MDN ENGINEERING SHOP supported payment methods with supported countries and explanations. If you have any question regarding our payment options, please contact [sales@mdnengineering.com](mailto:sales@mdnengineering.com).

VISA, MasterCard, American Express, Discover, Paypal

Supported countries: All countries

Credit card charges are made through our secure server (Secure Socket Layer e.g. SSL), which encrypts all data transmitted between your computer and ours, for your privacy and safety. We do not store your credit card number in our system, but merely pass it along with the authorization request (also by encrypted transmission) to the credit card processor. For your security and ours, we require entry of the 3-digit CVV (Card Verification Value) printed on the back of your VISA or MasterCard.

C.O.D. (Cash on Delivery)

Supported countries: Finland

Payment Method COD means simply that you don't need Credit Card to order from MDN Engineering Online Store. When you order merchandise from MDN Engineering Online Store with COD payment method, we'll send you the merchandise and you will pay for them, when the package arrives to your post office.

## **Return Policy**

### ***General return policy***

You can return the product even if there wasn't anything wrong with it. Returning has to be done within 14 days after receiving it.

Should returns be required, original purchaser must first contact MDN Engineering Online Store [sales@mdnengineering.com](mailto:sales@mdnengineering.com). Returns must be accompanied by a copy of the original invoice of

purchase, and a detailed note explaining the reason for the return. Returned goods must be sent prepaid and in the original packaging. No C.O.D. will be accepted.

PLEASE NOTE! Custom items are non-returnable, and MDN Engineering Online Store will not accept for return any part that has been modified or damaged due to improper installation.

## ***Freight Claims***

All orders are carefully inspected and packaged before shipment. Ownership and responsibility of the merchandise passes to the customer upon delivery to the common carrier and all claims for damage or shortage should be made with the carrier's office immediately.

## ***Safety and Legal Disclaimer***

Serious injury, death, and property damage can result from the improper use, control, alteration, or maintenance of motorcycles. The consumer must exercise good judgment in the use, control, alteration, part selection and installation, and maintenance of motorcycles. MDN ENGINEERING OY has no control over the judgment of others and assumes no responsibility or liability of any nature for the failure of others to use good judgment. All of the parts and items listed on [www.mdnengineering.com](http://www.mdnengineering.com) are intended to be installed by a qualified service technician. If you are unfamiliar or uncertain about the use, application, or installation of a particular item or items, please consult with a qualified service technician. We can not assume any responsibility for the misuse, improper application, or improper installation of any item or items offered on this website.

## ***Warranty***

MDN Engineering Online Store / MDN Engineering Oy warrants its products to be free from defects in material and workmanship for one year from date of purchase. Because all parts which we sell are intended for use in a variety of applications, it is not possible to warranty or guarantee the performance of any items. Further, we disclaim any express or implied warranties. Our products may be subject to an infinite variety of conditions due to the manner in which they are used, serviced or installed. Purchasers and users of such products must rely upon their own judgment as to the suitable use, selection, serviced and installation of such product.

## ***General***

MDN Engineering Online Shop/MDN Engineering Oy is not an affiliate of Harley-Davidson Motor Company. Harley-Davidson is a registered trademark of the Harley-Davidson Motor Company. Big Twin, Twin Cam, Sportster, Softail, Dyna Wide Glide, Evolution are trademarks of Harley-Davidson Motor Company and are for reference purposes only. The following are designations of Harley-Davidson makes and models and are used for reference purposes only: FL, FLH, FLHS, FLHT, FLHTC, SLST, FLSTC, FSLTF, FLT, FLTC, FXB, FXDB, FXDG, FXLR, FXR, FXRC, FXRD, FXRS, FXRSE, FXRS-SP, FXRT, FXSB, FXST, FXWG, RK, XL, XLCH, XLH 883, XLH 1200, XLR, XLS, XLT, XLX, AND XR. Some Harley Davidson part numbers may also be used as reference only. We are not an authorized Harley Davidson dealer and in no way do we have or intend to imply any kind of business relationship with Harley Davidson Motor Company. Our

intention is to provide products that can be used on a Harley Davidson motorcycle.

All products are subject to availability. All prices, shipping & handling costs, terms and conditions are listed on [www.mdnengineering.com](http://www.mdnengineering.com) and in our brochure are subject to change without prior notice. We are not liable for graphic or typographical errors. MDN Engineering Online Store/MDN Engineering Oy has no control over the usage of any part. MDN Engineering Oy expects its customers to exercise good judgment as to the proper selection, installation, use and maintenance of any part. MDN Engineering Oy assumes no responsibility for damage or injury of any kind because of the misuse or the improper application of any parts in any way by any person. MDN Engineering OY shall not be liable for any direct or indirect or consequential damages whatsoever.

MDN Engineering Online Store/MDN Engineering Oy obeys the Finnish law and all dispute arbitrations will be solved by the court of Helsinki, Finland. Placing an order will constitute acceptance of these Terms and Conditions by the customer.

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