

Suzuki Raider travel terms and conditions

Deposit

The Suzuki Raider deposit is \$1000 pre-authorization hold. Refunds are automatically released.

Pre-paid credit cards are not accepted.

We reserve the right to charge and process payments equal to the value of the motorbike.

The Suzuki Raider below 10,000km will be charged at \$2500 total.

The Suzuki Raider between 10,000km and 30,000km will be charged at \$2000 total.

The Suzuki Raider above 30,000km will be charged at \$1800 total.

Value of Key \$10. Value of Bluecard \$300.

Daily rates: start and finish same city

\$20 a day, 24 hour billable cycles.

Long Distance Hanoi/Danang/HCM

- Return within 5 days, Charge = \$150
- Return within 10 days, Charge = \$250
- Return within 1 month, Charge = \$350
- Each additional day over a packet will be charged at \$20 per day
- Extra months (60 days, 90 days) = \$150 a month

Transport

If finishing in a city **other than** HCM, Danang or Hanoi the customer is responsible for the transport fee to our HCM or Hanoi office. Usually approximately \$40.

Fees

Customer is responsible for online transaction fees. Using the payment gateway “stripe” will refund transaction fees of the deposit. Please see creditcards.PDF for more information.

Guarantee

All maintenance expenditures that occur will be refunded. This excludes **oil changes, flat tires, inner tubes, and luggage racks**. To use this guarantee:

1. Phone for support before any mechanic work is carried out.
2. Only use genuine and official Suzuki Stores. Keep receipts. Type “Suzuki mechanic” into Google maps.
3. Provide evidence of oil changes every 1000km. Provide picture of oil change + KM of the bike.

The Raider is not suitable for two people on the motorbike.

If the bike has a mechanical failure that cannot be fixed, we will be responsible for transport expenses from the breakdown location to HCM (providing customer calls us to confirm each expense). We will send out a replacement Suzuki Raider. If the customer does not want a replacement bike then the customer is responsible for transport cost of the bike back to HCM. Customer will be charged per day for the use of the Suzuki Raider (20 usd/day).

Fixing the bike

DO NOT fix or change oil in mechanic shops that are NOT genuine and official Suzuki stores without our consent.

DO NOT listen to random people who claim parts are broken on the motorbike. If you feel the bike has a problem, please visit a genuine Suzuki store.

Crashes

The customer is responsible for all damages to the motorbike. The broken parts will be replaced at real Suzuki shops and the amount will be deducted from the deposit.

Suzuki are official in Vietnam with set prices throughout the country. Customer may get a quote from Suzuki for replacement parts which will be used as the official damage report.

Replacement parts are judged on what we feel a future customer can complain about. When collecting the motorbike please check it carefully and if you feel there are major scratches then take a picture.

Please contact us when a part is damaged. It allows us to order the part in advance which stops delays at return.

Customer changing plans

Early returns will be charged a minimum fee of 5 days with cancellations. Five days notice must be given before the new return date. Extensions are possible with at least one week of notice.

Please respect our stock control and warn us in advance if the return date or return city changes. Sudden changes of plans can cause us to miss a booking, we reserve the right to charge the customer compensation for booking damages.

Working Hours

Opening hours Monday to Saturday, 9 until 5pm. Please respect our working hours and avoid returning motorbikes on Sunday. Thanks for understanding!

Oil changes, flat tires, inner tubes, and luggage racks are not reimbursed.