

Shipping Policies:

Shipments to the Pakistan

Orders above 10,000/- PKR and over qualify for our fast free shipping offer (**Website** order).

Please see our International Orders page for orders shipping outside the Pakistan.

We understand that when you make an order, you want your gear as quickly as possible and we will do our best to make that happen! Most of the items we sell will ship quickly and be at your door fast.

Additionally, we work closely with our vendors in order to have the product shipped directly to you from their warehouse if that means you will get the product faster.

Items will have availability status shown once a size/color is selected on the product page; this availability status will also be shown on the shopping cart page and in your order confirmation email. Most products will be marked "In Stock ". These products will ship next business day. The earlier in the day the order is placed, the better the chance it will ship that day.

Some items will be marked "Available - expect 3-5 business days lead time prior to shipment". These items cannot ship same day and require lead time prior to shipment.

A shipping confirmation email including carrier specific tracking information will typically be sent within 24 hours of item shipping. For example, if you place an order Monday night and it ships out Tuesday morning, you will receive your tracking information either Tuesday evening or Wednesday morning.

Most orders will be shipped via M&P Courier Service; however we do utilize TCS and Daewoo Courier as well.

Delivery of Shipments

Delivery of shipments will be arranged within 02 working days after a M&P Logistics representative has received the shipment.

Material Not Acceptable for Transportation

M&P Logistics will not accept the following as shipments; currency, jewelry, Bullion, Antiques , Liquor, Stamps, Precious Metals, Precious Stones, Works of Art, Fire Arms, Plants, Drugs, Explosives, Animals, Perishable goods and items, Negotiable Instruments in bearer form, Lewd Objects, Obscene and Pornographic Material, Industrial Carbons and Diamonds, hazardous or combustible materials, and all other items/articles restricted by IATA (International Air Transport Association), ICAO (International Civil Aviation Organization) and any item whose distribution is regulated by law or by any statute of the Provincial or Federal Government of Pakistan.

Insurance

M&P Logistics may arrange insurance on behalf of the shipper upon request; however, insurance is not included unless otherwise purchased at the time of booking. The insurance coverage shall be governed by all the terms and conditions contained in the insurance policy issued by the insurance company. Consequential damage or losses, damage resulting from delay of transportation, or emotional damage claims are not covered by the insurance policy.

International Orders

Orders shipping to an International destination will ship via FED-EX or DHL. Please allow an additional 1-5 business day to process your order.

Tires

We are currently not exporting Tires.

Oversize Items

Bikerzonepk.com does not take order for Oversized items. Oversize items will be clearly identified during the shopping process. Oversized items include: ramps, fairings, motorcycle stands, fenders, street and dirt bike stands, certain full exhaust systems, street and cruiser handle bars, rims, seats, etc.

Delivery Policy

Typically packages will be left at your door and do not require a signature. Sometimes we will ship an item vendor direct and those vendors may require a signature on their shipments. If you absolutely need one way or the other, please contact Customer Service before placing your order.

Backorders

Bikerzonepk.com does not typically take back orders for international order, however items in which a back order or pre-order is available will be clearly identified.

Damaged Goods

If an item arrives visibly damaged, please contact Bikerzonepk Customer Service immediately. Claims are handled through the shipping carrier, but Bikerzonepk will assist customers with these claims to the best of its ability.

International Shipping Policy

- Prices are shown in PKR. For conversion, we recommend using a Currency Converter.
- Any import duties, taxes or brokerage fees due at the time of delivery are the sole responsibility of the receiving customer.
- International Orders may require 3-5 business days or more of additional processing time prior to shipment as we may need to consolidate items to one location for shipment.
- Tires, hazardous, oversize and easily damaged items cannot be shipped internationally. Other product types includes:
 - Batteries
 - Bodywork
 - Oversize luggage
- Some brands may not be shipped to certain destinations due to manufacturer restrictions. If you have selected an item that cannot be shipped internationally we will inform you in the checkout process on our site. If you are visiting the Pakistan we can ship any product to your hotel.

Returns / Exchanges

- So far, we don't offer any services relating to Returns or exchange for Overseas orders.

Warranty

- Each manufacturer has its own warranty policy. We do not provide our own warranty.
- However, BIKERZONE will guide how to claim international warranties to customers.

To place an international order, please add the items you are interested in to your shopping cart and utilize our standard checkout to place your order. Shipping costs and timeline will be calculated for your review prior to entering your payment information.