

MOTORQUEST – TERMS & CONDITIONS

Last Updated: 18 November 2025

Welcome to MotorQuest. These Terms & Conditions (“Terms”) govern your use of the MotorQuest website and your purchase of any products from us. By accessing the site or placing an order, you agree to be bound by these Terms.

1. Definitions

“MotorQuest”, “we”, “our”, “us” – MotorQuest (registered business in South Africa), the seller and operator of this website.

“Website” – the MotorQuest online store.

“Products” – automotive tools and related goods sold on our website.

“Customer”, “you”, “your” – any user, visitor or purchaser on the website.

“CPA” – Consumer Protection Act 68 of 2008.

2. Use of the Website

You must be at least 18 years old to use this website or purchase products.

You agree to use the site only for lawful purposes and not to interfere with its security or functionality.

We reserve the right to change, update or discontinue any part of the website at any time.

3. Product Information

We make every effort to ensure that all product descriptions, specifications, compatibility details and pricing are accurate.

Images are for illustration only and may differ from the actual product.

All products are subject to availability.

We reserve the right to limit quantities or refuse orders at our discretion.

4. Pricing & Payment

All prices are in ZAR and include VAT unless noted.

Prices may change without notice.

Payment must be made via approved methods.

Orders are confirmed only once payment clears.

5. Order Processing

You will receive an automated confirmation when you place an order.

Orders are accepted after stock and payment verification.

We may cancel orders for stock issues, fraud suspicion, or technical errors.

Cancelled orders after payment receive a full refund.

6. Shipping & Delivery

Delivery timelines are estimates.

We are not liable for courier delays or incorrect addresses.

Risk passes to you upon delivery.

Ownership passes after full payment.

7. Returns, Refunds & Exchanges

We comply with the CPA.

Change-of-Mind Returns: return unused items in original packaging within 7 days. Shipping at customer cost.

Incorrect or Damaged Products: notify within 48 hours with photos. We arrange collection and replacement/refund.

Non-returnable: used items, opened consumables, items damaged due to misuse.

8. Manufacturer Warranty

MotorQuest is a reseller.

Products carry the manufacturer warranty.

Claims follow manufacturer assessment.

Warranty excludes misuse, wear, modifications, improper installation.

9. Limitation of Liability

MotorQuest is not liable for indirect or consequential damages.

Total liability limited to product purchase price.

Your CPA rights remain intact.

10. Intellectual Property

All website content is owned by MotorQuest or suppliers. No reproduction without permission.

11. Account Registration

You are responsible for safeguarding login details.

We may suspend accounts for violations.

12. Privacy & Data Protection

MotorQuest complies with POPIA.

We collect only necessary information.

We do not sell personal data.

13. Security

We take reasonable security measures but cannot guarantee immunity from cyber threats.

14. Governing Law

These Terms are governed by South African law.

15. Changes to Terms

We may update Terms at any time.

16. Contact Us

Email: info@motorquest.co.za

Phone: 082 744 0030