



RETURNS FORM

Thank you for shopping with Motomail. It is important to us that you are completely satisfied with your purchase.

If you are not 100% satisfied with your purchase, or the item you have purchased does not fit, you can return it within 14 days of receipt for either; an exchange, store credit or a full refund of the price paid less any shipping costs, provided your return adheres to the following conditions:

- Items must be in new and saleable condition, with original packaging, labels, tags and all accessories intact.
- Product packaging must be wrapped / protected before shipping to avoid damage.
- Items must not have been “taken for a ride” or fitted to a motorcycle.
- Items must be returned freight paid.
- The completed returns form (below) must be included with your returned items.

If you have any concerns about your return meeting these conditions, please contact us before sending, thereby avoiding unnecessary courier costs.

EXCHANGE PROCEDURE

- Complete this returns form and include with your return.
- Return the item to Motomail freight paid, using your preferred shipping method. For your security, we recommend you use a courier that requires signature delivery and retain your tracking number.
- If your original order qualified for freight free delivery, any additional exchanges on the same order will incur a freight charge.

REFUND POLICY

- For your security, credit card purchases will be refunded to the card used for the original payment.
- Cheque and Online Transfer purchases will be refunded as store credit to be used for future purchases.
- Refunds will be processed within 7 working days of receipt of the returned item.

Please complete below and include with your return

ORDER DETAILS:

FULL NAME	DATE	ORDER NUMBER

REASON FOR RETURN:

ACTION REQUIRED (Please Tick):

Refund

Exchange

ITEM REQUIRED	SIZE	COLOUR