

This form is to be used when returning goods to Infinity Motorcycles Online, not for goods bought in store. All returns must be accompanied by a receipt or other proof of purchase.

Name:		Contact No:
Address:		
		Postcode:
Description of Goods:		
Colour:	Size:	Order No:
Reason for Return:		
Date Purchased:	Would you like (circle):	Refund* or Replacement**
Exchange to be delivered to: Delivery Address or Billing Address (If they are the same, circle both)		

*If the goods are not faulty and you require another size or colour to be sent to you, please provide payment details for post and packaging (for current rates please check our website). If the goods are faulty and you would like a replacement within the terms of the warranty, we will refund the cost of your return postage as agreed by telephone or email.

** If the goods are not faulty and you require a refund we will refund the cost of the goods provided this meets with our terms and conditions as displayed at <https://www.infinitymotorcycles.com/delivery-and-returns>. If the goods are faulty and you would like a refund within the terms of the warranty, we will refund the cost of your return postage as agreed by telephone or email.

Returns Policy for the Online department.

- Goods which are either unsuitable or have been purchased in error may be returned to ourselves for credit/refund or exchange within 90 working days of receipt.

Refunds & Exchanges may take up to 7-14 days to process.

- Goods must be unused and in their original packaging (we reserve the right to charge a fee to replace product packaging which is damaged or defaced).

- Goods must be in a resalable condition when returned unless faulty.

- Post and packaging costs cannot be refunded (unless goods are proven faulty).

- Please address all parcels to: **Infinity Motorcycles Online, Unit 1 Lawrence Way, Camberley, Surrey, GU15 3DL.**

- Alternatively, you may return goods to your local store accompanied by your receipt or proof of purchase. Please note, a copy of your order is not considered proof of purchase.

- Goods supplied incorrectly/damaged must be notified within 5 working days using the contact details above.

- It is recommended that goods are returned by recorded/insured delivery we cannot accept responsibility for undelivered/damaged returned goods.

- Infinity Motorcycles is not responsible for any labour charges incurred during fitment or removal of allegedly faulty (or incorrectly supplied) parts.