

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):	<b>Refund</b> or <b>Replacement</b>
Exchange to be delivered to: <b>Delivery Address</b> or <b>Billing Address</b> (If they are the same, circle both)		

## 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 wrapped/contained in outer packaging when sending back.** E.g helmets in their branded box will need to be placed in the original box or another outer box.

- Goods must be in a resaleable 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 fitments or removal of allegedly faulty (or incorrectly supplied) parts.

- Limited to 1 FREE return/exchange per transaction. Any following return/exchange for the same transaction will need to be paid for by the customer.