

This form is to be used when returning faulty 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:
Description of Fault:		
Date Purchased:		

\* 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.

## Returns Policy for the Online department.

- **All items must be WASHED before being sent back. All armour and liners must be removed before being sent back.**
- If an item you have purchased from InfinityMotorcycles.com develops a fault/problem within the warranty period please call 0800 130 3377 or email [info@infinitymotorcycles.com](mailto:info@infinitymotorcycles.com) to discuss the best means of rectifying the problem.
- If the fault is not obvious, we will need to send the item to the supplier or manufacturer for testing. Please note this can sometimes take up to 4 weeks depending on the item and the fault.
- If the item is found to be faulty it will be repaired, replaced or refunded. Please arrange a free return with us online. The return is free of charge for residents of the UK only (i.e. excluding Highlands and Islands). For any warranties outside of the UK, the return postage is your responsibility.
- In the event that the fault is found to be due to misuse, damage sustained after purchase or subject to normal wear and tear, we will contact you to find out whether you would like the item returned or repaired if a repair is possible. In this case, the cost of repair and return postage would be at your expense.

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Please address all parcels to: **INFINITY MOTORCYCLES ONLINE, Unit 1 Lawrence Way, Camberley, Surrey, GU15 3DL**

The decision to repair, replace or credit your item lies totally with the suppliers of the product in question.