

This form is to be used when returning goods to Infinity Motorcycles Online, not for goods bought in store. All returns must be accompanied with this completed returns form. **See free returns process on reverse.**

Name:				
Contact Number:		Order Ref Number:		
Description of Goods:				
Returning for (circle):	Refund	Exchange	Warranty	Exchange for (if applicable):
Reason for Return/Description of fault:				

Returns Policy:

- 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 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.

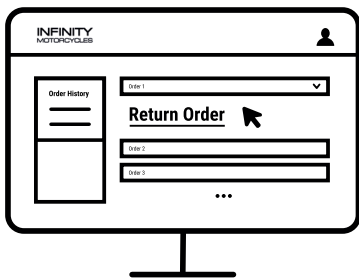
- It is recommended that goods are returned by recorded/insured delivery we cannot accept responsibility for undelivered/damaged returned goods.

- 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.

The Return's Process

1 - Arrange



If you were logged in when you placed your order, you can arrange a return via our website if you have an online account with us. In the **'My Account'** section where you can view your **'Order History'** you can find the order you want to return and select **'Return Order'**.

From here you can follow the steps and select the item(s) from your order you are returning or you can select all items. You can select a reason for your return, enter more details and then proceed to generate your free returns label.

If you checked out as a guest, please call **0800 130 3377** to arrange a returns label.

2 - Returns Label

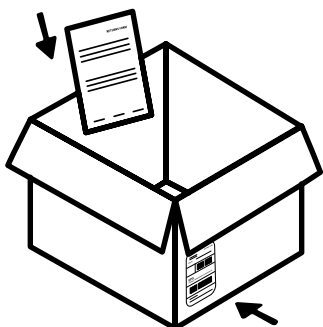


You can print the pre-paid returns label from our website or from the email/link you have requested over the phone. You may have also received a returns label within your parcel.

If you have generated a returns label online, using the links below you can find your nearest Drop Off Points to drop off the parcel.

 Parcelforce (Post Office)
www.parcelforce.com/branch-finder

 UPS (Access Point)
www.ups.com/dropoff



3 - Prepare Parcel

All items you are returning will need to be accompanied with their **original packaging and tags**. You will also need to **complete and enclose** this returns form inside before you seal the parcel. This is so we can sort your items efficiently when they return. The returns label can then be placed on the outside of the parcel.

If the original packing box or bag is not available, please use a sufficient box or package to return your items.

4 - Drop off



Proceed to drop off the parcel at your nearest Post Office or UPS Access Point. The parcel will be collected from either points and delivered within 1-3 working days back to **Infinity Motorcycles Online, Unit 1, Lawrence Way, Camberley, Surrey GU15 3DL**.

You will be notified by a member of our returns team upon it's arrival and we will proceed with the next steps in regards to your return.