

Returns

Items bought in error may be exchanged for goods of the same value or for credit vouchers only if bought back, unused within 14 days with proof of purchase, with the exception of **Crash Helmets** and **Back Protectors**, which we cannot accept back once they have left the premises due to safety implications.

Warranty Returns:

If an item you have purchased from Whiteline Motorcycles develops a fault/problem within the warranty period please email whiteline-motorcycles@outlook.com to discuss the best means of rectifying the problem.

1. 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 or longer depending on if the item has to be sent overseas.
2. If the item is found to be faulty it will be repaired, replaced or refunded. The return is free of charge for UK residents only (i.e. excluding Highlands and Islands). For any warranties outside of the UK, the return postage is your responsibility.
3. 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.

Helmet Policy

The helmet exchange policy, which in addition to your statutory rights, entitles you to exchange only a helmet bought in-store with a valid receipt within 7 days of purchase.

When returning helmets must not have been worn on the road and must remain in original condition and returned to us with the following:

- Original box
- Manual
- Helmet bag
- All included accessories
- Visor sticker must still be attached
- Pinlock NOT fitted unless fitted from factory

Our aim is to ensure that you are 100% satisfied with your purchase. When purchasing in-store, we allow you the right to try a helmet on in the comfort of your own home for up to 7 days to ensure that it is the correct product for you.

This does not affect your statutory rights