



## EXCHANGE & RETURNS POLICY

If there is an issue with the item you have received, please complete the online returns form and email us at [online.sales@indianmotorcycle.com](mailto:online.sales@indianmotorcycle.com), quoting your online order confirmation number, your name and address, details of the product and the reason for return, and whether you require a refund or a replacement. We will then advise on how to proceed with the return, including providing you with a Return Authorisation Number (RAN). You have 30 days from receipt of the item to return it to us.

**All refund rights under both State and Commonwealth law apply.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

Please note:

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The parcel can take 7-10 working days to be returned to our Warehouse, unless sent via special delivery.

Please complete the forms below and send them with both a copy of the invoice and parcel.



To be included with returned goods.

### RETURNS FORM

Name: \_\_\_\_\_ Contact Phone Number: \_\_\_\_\_

Web Order Number: \_\_\_\_\_ Return Authorisation Number (RAN): \_\_\_\_\_

Invoice Number: \_\_\_\_\_ Number of items to be returned: \_\_\_\_\_

Reason for returning items (please tick relevant box):

Manufacture Defect       Not what I ordered       Other (please state) \_\_\_\_\_

Item/s to be returned: \_\_\_\_\_



To be attached to front of return parcel.

Reply Paid 89361  
Polaris Online Returns  
Locked Bag 2006  
SUNSHINE VIC 3020