



## NEW ZEALAND 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:

- **Returned or Exchange items must be in original packaging and all labels attached if not we cannot refund or exchange.**
- 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 up to 14 working days to be returned to our Warehouse, unless sent via special delivery.
- Returning the parcel will be at your own cost.

 Please complete the form below and send inside your parcel.

**To be included with returned goods.**

### NEW ZEALAND 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     Exchange     Other \_\_\_\_\_

Item/s to be returned or exchange with new sizes required: \_\_\_\_\_

### RETURNS ADDRESS

INDIAN MOTORCYCLE  
36 GRIMES COURT  
DERRIMUT, VICTORIA, AUSTRALIA ,3026  
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