



RETURNS GUIDELINES

STEP 1: DOCUMENTATION

Place the original invoice (you can keep a photocopy for your own future reference), a print of your confirmation of purchase email, and a small note specifying your RMA number securely in the returns box.

You can use the same box in which the items arrived in or add another outer box if required.

STEP 2: PACKAGING

All returned products should be in absolute fresh condition as shipped.

Please wrap all contents with gentle care and also the supporting contents such as stickers, manuals, helmet bags, barcodes, mrp tags, etc).

Great care should be taken to make sure outside box is covered with bubble wrap or safety layer to avoid any damages/alterations to the original packaging and product.

Use good amount of adhesive tapes to secure the box from multiple sides on the outside.

(Note: Any missing contents OR signs of usage OR irresponsible packing will be at your own risk.)

STEP 3: ADDRESS DETAILS

On the outer side of the return package, take a clear print or use a marker with bold readable text size writing to mention our address as follows:

TO:

Kapil Agencies (Moto Central)

346, Nana Peth,
Hindmata Chowk,
Navlakaha Chambers,
Pune 411002

Contact: 9822449903

FROM:

Customer Full Name, Customer Address, Mobile Number

Note: Any incorrect address mentions will be at your own liability.

STEP 4: CHOICE OF COURIER:

Choose your local courier (should provide online tracking details) for sending the returns package.

OR

Use Speed Post from Local Post Office

Note:

1. All shipping costs applicable for returning the items are to be borne by the customer.
2. Any loss, theft, damage to articles in transit while returning the products is at customer's risk.
3. TO PAY /COD will NOT be accepted by us at the time of arrival of returns.

Physical Courier Tracking Receipt should be emailed to us at info@motocentral.in for our reference.

STEP 5:

TEAM MOTO CENTRAL WILL INFORM YOU VIA EMAIL ONCE YOUR PACKAGE IS RECEIVED AND INSPECTION IS COMPLETE. (This may take up to 4 business days, once package is delivered to us)