



weborders@sydneycitymotorcycles.com.au
P 02 9330 9105

RETURN/EXCHANGE MERCHANDISE FORM

Thank you for shopping at sydneycitymotorcycles.com.au. We hope you are happy with the order process and your purchase but we understand that sometimes it may not be quite what you were after. This is why you are welcome to exchange or return items purchased online providing items are unworn, in their original condition & have the tags still attached.

Please note due to safety regulations we can not accept returns or exchanges on helmets unless the item is faulty. Now just follow the steps below and we'll have the problem fixed as soon as we can.

Date: _____

Step 1

Contact us by email or phone.

Please email weborders@sydneycitymotorcycles.com.au or call 02 9330 9105 with:

- Your name, contact details & web order number
- Details of the issue and whether you would like an exchange or refund

Step 2

Fill out the details using the order receipt you've received.

Web Order Number: _____

Customer Name: _____

Street Address: _____

Suburb: _____ State: _____ Postcode: _____

Contact Numbers; Land: _____ Mobile: _____

Email: _____

Step 3

List item(s) you are returning and/or exchanging, including reason for return.

Qty	Part Number/Name	Reason	Exchange	Refund
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

Step 4

List item(s) that you want exchanged for. Only fill this out if you are after an exchange.

Qty	Part Number/Name	Size
_____	_____	_____
_____	_____	_____
_____	_____	_____

Step 5

Enclose and return.

Enclose this form and a copy of the invoice along with the merchandise packed in the original manufacturer's packaging and condition they were received in (you must include all packaging materials and warranty cards). Send your package to this address:

Sydney City Motorcycles
Attn: Weborders
1A Epping Road
Lane Cove North,
NSW 2066

Notes:

For office use only.
