

RETURNS FORM



BMW MOTORRAD
WorldSBK Team



Please tell us if you would like a refund by filling out the mandatory information below.



Pack your return parcel well with appropriate packaging material – you can even use the original packaging.



Don't forget to include this form with your return parcel.

Order No: Order Date:

First Name: Surname:

Address: City:

County: Postcode:

Email Address: Tel No:

QTY	PRODUCT CODE	DESCRIPTION	REASON CODE	REASON FOR REFUND
				A. WRONG ITEM RECEIVED
				B. TOO SMALL
				C. TOO BIG
				D. DID NOT MATCH DESCRIPTION
				E. DUPLICATE ORDER
				F. FAULTY/DAMAGED ITEM
				G. OTHER (PLEASE SPECIFY)

Comments:

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Please see returns policy for more information.

RETURNS POLICY



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International Returns

If you are returning anything to us from outside the UK you must complete a customs declaration correctly indicating that the package contains "returned goods" or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty & taxes in order to receive back our clothes. Return item(s) must be in their original condition*. You are eligible for a full refund if you have received the wrong item, or the item was faulty or damaged. Please allow **7-14 working days** from receipt of a return for us to process a refund. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further **5-10 working days** for the refund to clear into your account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card or payment method with which you made your original purchase. If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

Reclaiming paid import taxes and duties

If you are returning clothing items to us and you paid import taxes and duties, you need to deal with the authorities within the country the import tax has been paid by yourself.

Faulty or incorrect items return from outside the UK

If you think the item you received is faulty or incorrect, please contact our customer service team by email at vipclub@smr.uk.com to book in the faulty/incorrect return. We will then advise and assist you with the return. Please include as many details as possible about the fault. Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.

Part of order is missing - International

Regrettably mistakes can happen. If you have received your order and an item is missing, please email vipclub@smr.uk.com quoting your order number and stating the missing item and we will investigate the matter further.

UK returns

If the item you received is faulty or not what you originally ordered, please contact our customer service team by email at vipclub@smr.uk.com to book in the faulty/incorrect return. Please include as many details as possible about the fault. We will then advise and assist you with the return. After we approve your return, please complete the return form and return to the address above. Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.

Refund for UK Returns

Return item(s) must be in their original condition*. You are eligible for a full refund if you have received the wrong item, or the item was faulty or damaged. Please allow **7-14 working days** from receipt of a return for us to process a refund. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further **5-10 working days** for the refund to clear into your account.

Return postage – UK

If you are returning an item due to ordering the wrong size, or no longer needed, then the cost for the return postage is down to you. We are responsible for return shipping only if the item was damaged or faulty. Please note the product is your responsibility until it is received and signed for by us and we cannot refund return items lost in transit.

** When trying on items of clothing, please ensure that you are not wearing make-up, perfume/aftershave or deodorant which may leave a scent or marks on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.*