



INDIAN MOTORCYCLE®
of
Geelong

EXCHANGE & RETURNS POLICY

If there is an issue with the item you have received, please complete the online returns form and email us at pga@indianmotorcyclegeelong.com.au, 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.

Indian Motorcycle Geelong
1 MERCER ST,
GEELONG VIC 3330