

## Moto Spa Co - Returns Policy

Thank you for shopping with Moto Spa Co. We're confident you'll love our motorcycle cleaning products, but if for any reason you're not completely satisfied, we're here to help.

### 1. Returns

You have 14 days from the date you receive your order to return an item for a refund or exchange.

To be eligible for a return:

- The item must be unused, unopened, and in the original packaging.
- Proof of purchase is required (e.g., order confirmation email or receipt).

Please note: For hygiene and safety reasons, we cannot accept returns of products that have been opened or used unless they are faulty.

### 2. How to Return an Item

To initiate a return, please contact us at [info@mospaco.co.uk](mailto:info@mospaco.co.uk) with your order number and reason for return. We'll provide you with instructions on how and where to send your item.

Customers are responsible for return postage costs unless the item is faulty or sent in error.

We recommend using a tracked service, as we cannot guarantee receipt of returned items without proof of delivery.

### 3. Refunds

Once we receive your return and confirm it meets our return criteria, we will process your refund to your original payment method within 5-7 working days. You'll receive a confirmation once your

refund has been issued.

Shipping costs are non-refundable unless the item was faulty or sent in error.

#### 4. Exchanges

If you'd like to exchange an item (e.g., for a different product), please mention this when contacting us. Exchanges are subject to stock availability.

#### 5. Damaged or Faulty Items

If your order arrives damaged or faulty, please contact us within 48 hours of delivery with photos and a description of the issue. We'll arrange a replacement or refund at no extra cost to you.