## Return Policy

* Returned products must be in new, unused condition and include the original box and/or packaging with all tags included.
* Once your return is received and inspected (usually within 24 hours of receipt), your refund will be processed and a credit will be applied to your credit card or original payment method. Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied for it to be posted to your account.
* For wire transfer payments, all refunds will be issued to store credit.
* You are responsible for all shipping costs associated with getting your order back to us.
* Please do not abuse this policy by ordering multiple (more than 2) of the same or similar item with the intention of returning the majority of your order. Please contact us at [Parts@V1moto.con](mailto:Parts@V1moto.con)

If you are unsure of sizing or application for any items prior to placing your order and we will be happy to help you narrow it down!

Give us a call 281-447-3476 we be happy to help.

## Apparel and Helmets

* Apparel items must be packed in their original garment bag (or equivalent plastic bag protection) and include all original tags. The plastic bag protects the item from the cardboard. Items packaged without this protection most likely will arrive scuffed and will be returned to the customer.
* Helmets must be shipped back as they were received in their original helmet bag, box and include all original paperwork and accessories.
* Un-used items that are returned with missing or damaged packaging, tags, components, or hangers may be returned to the customer or subject to an additional processing fee of up to 25% of the merchandise cost based on the availability of those missing or damaged components.

## Used or Damaged Merchandise

* Any merchandise which has been "taken out for a ride" is considered used and cannot be returned. We encourage you to walk on your carpet in your boots and to try your Helmet on indoors before heading out for a ride.
* Any merchandise or parts which shows signs of use (wear, bugs, dirt, smell, pet hair, scuffing, mounting, etc) or otherwise is in a condition other than it was received cannot be returned.

**Contacting us**

If you would like to contact us concerning any matter relating to this Refund Policy, you may send an email to parts@v1moto.com

This document was last updated on 05/01/2023