



Returns – Do this!

En svensk version av detta dokument finns här:
<https://bit.ly/2IWfM3u>

Repurchase – You have bought an item that you want to return for repurchase.

- You may return parts for repurchase up until **14 days** after you received the parts.
- You pay for the return shipping. Use PostNord for the return shipping. Address below.
- Write **Repurchase** on the Order confirmation (on the back side of this instruction).
- **Mark** items that you are returning.
- We do no parts swap outs or keep a credit for you.
- Original packaging must be returned fully intact and be sent in an outer wrapping.

Please note that the parts you return must be unused, clean and in their original packaging. Some exceptions exist for e.g. ignition parts, cut products etc.

Complete terms and conditions can be found here:

<https://mopedrenovering.se/en/terms-and-information.html>

Complaint – We have delivered a flawed item.

- **Always start with an email** to info@mopedrenovering.se for a complaint acknowledgment before you return an item. Always include information on order number, article number and pictures so we can assess the problem.
- **If** the item is to be returned we will send you a return-shipping label.
- Write **Complaint** on the Order confirmation (on the back side of this instruction).
- **Mark** the items you return.

Wrong parts – We have shipped the wrong item or an item you did not order.

- If you have ordered the wrong parts – See **Repurchase** above.
- **Send an email** to info@mopedrenovering.se.
- We will send the correct items and a return-shipping label so you can easily return the

Shipping:

- In Sweden – **Only use Postnord**. Shipping from other countries you may choose the most appropriate for your country.
- With **Repurchase** you pay the return-shipping fee.
- On **approved** complaints and wrong parts we will send you a return-shipping label.
- We do **not** reimburse you for shipping fees you pay, unless approved by us before you send the item to us.
- Please keep the Postal submission receipt if the shipment needs to be tracked.
- Wrap your return package well and place the Order confirmation (on the other side of this instruction) with **filled out information** as described above.

Return address:

Mopedrenovering.se AB
Box 38, 761 21 Norrtälje
Sweden

Refund:

- After we have received and approved your return you will get your refund within 14 days. Normally we repay you through the payment method (e.g. credit card, invoice etc.) you used at the time of your purchase.
- We will not replace your return with other parts or keep a credit for you.
- If you need other parts, just place a new order.