

FORM FOR CHANGE / RETURN

(TO BE INCLUDED IN THE PACKAGE)

Name Surname:

.....

Tel.

E-mail

Reference order no. order date I proceed to

- ☐ return all items received
- ☐ return part of the items received

Code	Description	Quantity

The return is made because:

- ☐ I ordered the wrong item
- ☐ The product is not liked / it is not the right size
- ☐ The product must be changed in size, color or model
- ☐ I intend to benefit from the "right of reconsideration"
- ☐ I have received the wrong product
- ☐ The products are damaged

I ask you to provide:

- ☐ **CHANGE** of the product. Indicate the product / color / size you want:

Code	Description	Quantity

- ☐ **REFUND** of the price of the items returned to my bank account

Headed:

IBAN:

- ☐ **REFUND** through the original payment method

I have read and agree to the attached product return policies.

Date

Signature



RETURN POLICIES

INSTRUCTIONS FOR MAKING AN CHANGE OR RETURN

The deadline for making a return is 14 days, starting from the date of delivery of the product.

The Customer must return the products with a courier of his choice. You must ensure that you send the goods to Make Soul within 14 days of delivery of the product, except for special authorizations, keeping a proof of shipment and inserting this form duly completed inside the package so that you can correctly register the return once it has returned to warehouse. If the completed and signed form is not present, the request will not be managed and the product will remain in the Make Soul warehouses for 15 days available to the customer who can collect it again, after this deadline the procedure will be considered closed and it will no longer be possible. accept the return or replacement. (Prepaid shipping labels are not provided by Make Soul SRL)

The address to which the products should be sent is:

MAKE SOUL SRL

Via IV Novembre 31
15032 Borgo San Martino
Alessandria
Italy

Conditions for change:

To make an exchange, the returned product must be intact, never used and complete with original packaging and labels. Once the return is received in our warehouses it will take 2/3 days for the check, after which the new chosen product will be prepared, the shipping times are the same as for a normal order.

Refund conditions:

The refund will be made by bank transfer or through the initial payment method of the order within 14 working days of returning the products to the warehouse and having passed the product quality checks (the returned product must be intact, never used and complete with packaging original and labels). No refunds are made on OUTLET products, but only size changes (if available), product changes or vouchers for a new order.

If you receive a defective or wrong product:

In this case you must contact us by sending us an email (see the contacts below) indicating the error or defect found and sending us images to support the problem. Once the problem has been ascertained, we will send the courier to collect the goods. In this case, the exchange will be made for the same article or reference. Make Soul will pay the costs corresponding to the recovery of the defective item and the subsequent dispatch of the new one. The deadline for requesting the exchange of a defective item is 7 days, starting from the date of delivery of the product.

IMPORTANT! Make Soul SRL will not carry out any kind of postponement or reimbursement until the receipt, in our warehouses, of the item to be returned or exchanged, as well as the verification of the state of the package and its accessories has been verified.

CONTACTS:



Mail: shop@motorcycle-soul.com
WhatsApp: +39 3920042818



Mail: shop@motocross-soul.com
WhatsApp: +39 3283134338