

HOW TO RETURN MERCHANDISE

Returns must be made within 90 days of invoice. All returns must be in new condition.

J&P Cycles only accepts new, unopened electrical items. A return authorization is not required unless:

- The item(s) have been used in any way.
- The item(s) appears to be defective or damaged.
- The item(s) was sent to you in error.
- You are an international or APO/FPO customer.
- You are returning an item with specific return or warranty policies such as gas tanks, seats, exhaust, and batteries.

For questions concerning your return, email us at CUSTOMERSERVICE@JPCYCLES.COM or please call us at **1-800-338-1747** (USA and Canada) or 386-603-7090 (International) during normal business hours.

1. Start your return by visiting our Returns Center at www.jpccycles.com/returns. You can quickly print a prepaid UPS return label and find shipping locations. When using the prepaid UPS return label, the cost of return shipping will be deducted from your credit or refund (\$7.99 on regular packages. \$12.99 on oversized packages - for example exhaust pipes, seats, windshields etc.). The prepaid return label is only for shipping within the U.S. If returned item(s) are defective, or sent in error by us, the return shipping is free when using the prepaid UPS shipping label.

2. If you choose to return your item(s) by another carrier and not use the prepaid return label, you are responsible for the return postage. We also recommend that you insure the packages for your protection. Mail the return to:

J&P Cycles ATTN: Returns
501 Industry Rd
Louisville, KY 40208

3. Complete the form below, detach it from this invoice, and include the form with the item(s) being returned. Use the appropriate return code and explain the reason for the return. Returns will be delayed if paperwork is not filled out completely. A duplicate form can be found at www.jpccycles.com/returns. Wrap the items(s) carefully, place them in a sturdy box, and secure with tape. Do not leave item(s) loose in package. Any item(s) scratched or damaged in return shipping due to inadequate packaging will not be accepted. Please include all original packaging, instruction sheets, product tags, and hardware.

Reason for Return

- | | |
|----------------------------|----------------------|
| 1 Wrong Item Ordered | 5 Defective |
| 2 Received Too Late | 6 Poor Quality |
| 3 Didn't Need/Changed Mind | 7 Wrong Item Shipped |
| 4 Didn't fit | |

Please enter a detailed explanation in the Explanation Box

You may be refunded the following ways. Balances and credits are issued to original payment method. Please check one of the boxes below:

Exchange Refund

Please include part number for exchange. The type of refund will be determined by the payment method used on the original order.

REASON CODE	QUANTITY	PART NUMBER	ITEM DESCRIPTION	EXCHANGE <input type="checkbox"/>	REFUND <input type="checkbox"/>
REASON CODE	QUANTITY	PART NUMBER	ITEM DESCRIPTION	EXCHANGE <input type="checkbox"/>	REFUND <input type="checkbox"/>
REASON CODE	QUANTITY	PART NUMBER	ITEM DESCRIPTION	EXCHANGE <input type="checkbox"/>	REFUND <input type="checkbox"/>

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