

## **RETURN POLICY**

Thank you for shopping at TF Moto Pty LTD (“Company”, “We”, “Our”, “Us”). We are very determined to have each and every purchase result in a happy customer. However, if you are still not satisfied with your purchase, we are here to help. Please read the following terms of this Return Policy before requesting a return request from us. We are under no obligation to accept refund requests from users who violate these terms.

### **1. Defective, Damaged, or Incorrect Bike/s Received**

#### **1.2 Return, Refund, and/or Exchange Request.**

We exert due diligence in inspecting and testing your Products/Bikes before shipping them to you. However, we highly advise all Customers to also inspect the Products/Bikes upon receiving it. In the event that the Buyer receives a product that is either damaged or not the product the Buyer ordered, please notify the Seller by email at [info@tfmoto.au](mailto:info@tfmoto.au) or [info@buccimoto.au](mailto:info@buccimoto.au) as soon as possible, within seven (7) days of receipt of the Products/Bikes. If you have received the wrong item and/or a defective and/or damaged Goods, please contact us immediately to resolve the issue. We reserve the right to reject a return, refund, and/or exchange request depending on our evaluation of the circumstances of the issue. Please be advised that we will only entertain concerns with defective, damaged, or incorrect Goods within seven (7) days upon the receipt of the delivery of the Goods and you must provide us your proforma or invoice number. Once we have verified the issue, we will exert our best efforts to fix the problems through adjustments and/or replacement of parts.

In cases where the problem/s cannot be resolved through adjustments and/or replacement of parts, and if the problem changes the safety of the Products/Bikes (i.e. the frame of a Bike/s is cracked, a product is broken), you can exchange the Products/Bikes with us, as long as the Products/Bikes have not been used, and/or are intentionally damaged. Where the issue can be fixed through adjustments and/or replacement of parts We reserve the right to have this as the preferred solution as resolution. Adjustment and/or replacement of parts will be at our own expense including the shipping cost to your address, this only applies if the defective or damaged parts are returned to our address at your expenses and our evaluation of the issue is deemed valid.

We reserve the right to reject the replacement of Products/Bikes and/or parts which have suffered physical damage.

#### **1.3 Change of Mind.**

We will not entertain or accept any return or exchange due to “Change of Mind”. It is your sole responsibility to ensure that you have read the description of your order and understand the Products/Bikes’ characteristics prior to placing an order.

### **2. Changes to This Refund Policy**

The Company reserves the right to amend this Policy at any time without prior notice to you, you agree to review these terms regularly, before and during your transaction with us. You can also obtain an up-to-date copy of our Refund Policy by contacting us via email at [info@tfmoto.au](mailto:info@tfmoto.au) or [info@buccimoto.au](mailto:info@buccimoto.au).

### **3. Disclaimer**

Under no circumstances shall the Company or its affiliates, partners, suppliers, or licensors be liable for any indirect, incidental, consequential, special, or exemplary damages arising out of or in connection with your use of the Product/s or Bike/s.

All Bikes available for sale are designed for closed circuit use only and any use on public roads is illegal under Australian law.

### **4. Contact Us**

If you still have questions and concerns on the returnability and/or refundability of your item, you may get in touch with us at [info@buccimoto.au](mailto:info@buccimoto.au).

We will do our best to assist you right away.