



KapscoMoto  
813 Brock Rd. Unit # 5  
Pickering, Ontario, L1W 3L8  
(416) 848-0673

### **Return Policy Information**

*Please read our return policy carefully and in full.*

*Note: This is a generic return form. If verbal arrangements have been made, please adhere to those, for your particular situation.*

#### **Returns:**

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In the event that you are not satisfied with your order you may return it within 30 days for a refund of the product price. Items must be "like new" and unused or unaltered. The buyer is responsible for all shipping charges; shipping charges are non-refundable and pickup tags cannot be issued.

For information on shipping your return see page (2).

*Please note: 15% restocking fee applies to returned orders.*

#### **Exchanges:**

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In the event that you are not satisfied with your order you may return it within 30 days for an exchange. Items must be "like new" and unused or unaltered.

Shipping charges are non-refundable and pickup tags cannot be issued. Buyer is responsible for payment of the shipping cost for the new item sent back to them. Payment methods are Visa and MasterCard.

For information on shipping your return see page (2).

#### **Replacements:**

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If your item arrived broken or in unsatisfactory condition we offer a convenient photo option that can speed up the replacement process. Simply take a photograph of the damaged item and of the package that the item arrived in and email the images to [sales@kapscomoto.com](mailto:sales@kapscomoto.com)

Please make sure to include the following information in the body of your email:

- Full Name
- Order Number
- Brief explanation of the damages

In some cases photo representation is enough for us to process your claim. If you are not able to submit a photo please contact customer support.

#### **Warranty:**

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In the event that a item stops functioning properly within the 30 day warranty period please contact us and we will do our best to troubleshoot the issue. If the item continues to malfunction please send it back to us for inspection. If the item tests as faulty we will repair/replace it at our expense and ship it back to you.

For information on how to ship your warranty return see page (2).

*Please note: The buyer is responsible for all shipping charges; shipping charges are non-refundable and pickup tags cannot be issued.*



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**Merchandise Return Form**

*Please fill out this form and include it with your return.*

Place all item(s) for return and this filled out form in the original package it was shipped in. Ship the item(s) to the address below using either USPS or Canada Post. Do NOT ship with any other shipping courier including, but not limited to, UPS and FedEx. Failure to do so can and will result in a refusal of the package and/or customs fees in which the buyer will be responsible for. When filling out the shipping document waybill write no more than \$10 as the insured value. Failure to do so may result in the refusal of your package.

**Ship to:**

KapscoMoto Attn: Returns  
813 Brock Rd. Unit # 5  
Pickering, Ontario, L1W 3L8

Full Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Returning For:

Exchange    Refund    Replacement

Return Reason (Check all that apply):

Do Not Want    Damaged    Fitment    Wrong Item    Defective    Other

Additional Information (optional)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_