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TREVOR Online Store - Return policy

When you purchase items from www.trevormotorcycles.com, you are entitled to return your purchase during a period of 14 calendar days, calculated from the day following the day on which you received the product in your capacity as a customer.

This applies for all products except for the non-textile products, which are not refundable or exchangeable.

A product which you wish to return must satisfy the following conditions:

It must be in new condition.

It must include the brand label.

It must be unworn, unwashed and undamaged.

It must be packaged in a sufficiently sturdy box (we recommend neutral, not showing a logo), so that we receive the product in an undamaged condition.

HOW DOES THIS WORK IN PRACTICE?

1. Within 14 calendar days, write us a mail at info@trevormotorcycles.com with your full name, order number and article(s) that you wish to return.
2. You will receive a confirmation mail from our team within 3 calendar days.
3. You can send the package (at your own expense) to the address mentioned in the confirmation mail.

PLEASE NOTE: Any returns for which the sender cannot be identified will be refused, so make sure you always enclose all the informations requested. Returns outside these timeframes may be accepted solely at the discretion of Saroléa.

4. If your returned package reaches us within 14 days, in accordance with the conditions above, we will arrange for a refund within 14 calendar days.

We reserve the right to only make a refund when the goods have reached us.

The refund will be made by bank transfer on the same account used for your purchase.

In the case of returns, you will only be refunded the value of the goods ordered.

Return postage costs will only be reimbursed if you received a product which was not the product you ordered or if the product was damaged when you received it or when you exercise your statutory right to cancel the order.

In all other cases return postage costs will NOT be refunded.

If you still have a question about your return, don't hesitate to use our contact form on the website.

The consumer is entitled to inform the company that he or she wishes to revoke the purchase, without paying a penalty or stating the reasons for doing so, within 14 calendar days calculated from the day following the delivery of the goods.