

# Return & Refund Policy

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## Return & Refund Policy

Thanks for shopping at **Texas Motors, Inc.**

If you are not entirely satisfied with your purchase, we're here to help.

### Returns

You have **24 hours** to return an item from the date you purchase it.

To be eligible for a return, your item must be unused and in the same condition that you purchase it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

### MOTOR SPORTS

#### *Return Policy*

**WARNING:** If you have received and signed for your vehicle from the carrier all sales are final. By accepting your item you agree to waive your rights to file a chargeback claim against Veloz Powersports. Please read the following Return Policy Terms thoroughly:

In order to return a item(s) to our company you must follow our return process completely. Once an item(s) are scheduled for delivery an adult 18 years or older must be present to inspect and sign for the item(s). If an adult is not available to sign for the delivery at the time of delivery you waive any and all rights to file damage claims, credit card chargebacks, and you may not return the item for a replacement. Once the item is unloaded from the truck the adult (18 years of age or older) must inspect the package and its contents. If any damage or missing parts are noticed it **MUST** be notated in writing on the packing slip before it is signed and delivery is accepted. Take as many pictures or videos of any and all damages notated. These photos are **MANDATORY** for all damage/return claims. **BE AWARE:** Minor scratches and damages caused by the shipping carrier are not grounds for refusal. Any item(s) refused and returned without approval from one of our representatives or a valid R.M.A. number on the packaging will be subject to a 20% to 35% restocking fee and you will be responsible for the cost of shipping(original and return shipping).

In order to return ANY/ALL ITEM(S) you must follow these steps.

1.Contact a customer service agent by phone or email. For faster service please submit a Return Request online through SERVICE request. Our customer service department will review your request send you RMA number if approved. **BE AWARE:** Any unauthorized packages returned without a valid RMA number written on the exterior packaging will be refused and sent back to the

customer. Any Freight collect and COD packages will not be accepted and returned at your expense;

2. Merchandise returned must be received in 100% new, re-sellable condition;

3. Merchandise is not eligible for refund if it has been fueled, ridden, worn, used, abused or damaged in any way. Merchandise must arrive upright, properly secured and completely packaged (including warranty cards, manuals, accessories, promotional items, etc.) and/or in the original packaging;

4. All returns are subject to a 20% to 35% restocking fee for new, resell-able items returned;

5. Original shipping charge is non-refundable and will be deducted from the refund amount;

6. Refunds will be processed upon the product receiving back to our warehouse and an inspection of returning product. Any damage that was not originally notated or any damages acquired from not properly securing or packaging your item will be notated and subtracted from your refund amount. The original shipping expense and 20% restocking fee will be deducted from all items returned for a refund.

7. Minor cosmetic damage due to shipping (i.e. small cosmetic scratches on plastic) are not covered under our or our manufacturers warranty and is not grounds for a return, we will send you out replacements part(s)/item(s) and/or assist you in filing a shipping damage claim to receive monetary compensation.

8. Shipping: To return your product, you must ship your product to: 18324 E COLONIAL DR ORLANDO FL 32820 The item must be shipped upright and in a way to prevent any damages from occurring during transportation to us. A valid R.M.A. number must be on the outside of the packaging along with your shipping labels. Contact a customer service agent for assistance with packaging instructions. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. REMEMBER: \* Gas scooters that have been ridden in any way or gas scooter parts that have contained gasoline cannot be returned and the sale is final. Gasoline is a hazardous, flammable material and anyone who sends it via the mail may be subject to fines and/or a refusal of refund. By selecting the box below you have read and agree to the terms of our return policy stated above.

## **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

## **Contact Us**

If you have any questions on how to return your item to us, contact us (786-227-2692 )