Exchange & Return of Goods

Today you have received the shipment of your order. We hope you will enjoy the products and that you are satisfied with our service. For all products, especially helmets, the following rule applies: Try it on but do not take it for a test ride.

Private customers have the right to withdraw **within 14 days after you received** the shipment.

In case of return:

- The return shipping fee has to be **paid by the customer**.
- We recommend shipment as an **insured parcel with a tracking number**.
- **We offer a DHL return label** for many European countries at a lower price than DHL standard. In our webshop search for "return".
- Returns from **outside EU**: please mark "return of goods" on customs' documents. Attach a copy of the invoice outside to the box. Custom charges – if any - are to be paid by the customer.
- Please return items in **the same condition as you received them** in (unused, tags included, stickers not removed and in their original packaging plus shipping box).

In case of exchange:

- If you wish **to exchange the product** for a different size or colour at the same retail price, we will be happy to send the exchange item free of shipping charge (applies within the EU). Please send us an e-mail beforehand (info@24helmets.de) and let us know which new product you wish to receive as an exchange.
- **Need help?** We will be happy to advise you on sizing and product details. Please feel free to call us: +49 (0)40 1899 4311.

Address for return shipments:
24Helmets.de, Offakamp 7, 22529 Hamburg, Germany

To be filled in by 24Helmets.de!
Date of goods received:

Your name and order number:

Your phone number in case we have questions:

Quantity	Product & Size	Reason*	Exchange item in (colour/size)	No exchange and refund

*Reason: Doesn't fit: too small = 1 | Doesn't fit: too big = 2 | Don't like = 3 | Defect = 4 | Wrong item = 5

Refunds will be paid into the account from which we received the payment (PayPal → PayPal, Credit Card → Credit Card). In case you have paid by **bank transfer** or **collect by delivery**, please disclose your bank details here:

Account holder: _____

IBAN: _____ BIC: _____

Please allow 1-2 working days for processing your return including a refund.