CANCELLATION POLICY

Last Updated: 1 September 2026

This Cancellation Policy applies to orders placed through **www.motoplanetpitstop.com**.

Motoplanet Pitstop understands that customers may occasionally need to cancel an order. Cancellation requests will be handled according to the conditions below.

1. CANCELLATION BEFORE DISPATCH

Customers may request cancellation of an order **before the order has been dispatched**.

To request cancellation, contact Motoplanet Pitstop immediately at:

Customer Support / Online Orders: +91 97469 74627

Please provide your:

- Order number;
- Customer name;
- Registered/contact mobile number; and
- Reason for cancellation.

A cancellation request is not considered confirmed until it has been accepted by Motoplanet Pitstop.

2. ORDERS ALREADY DISPATCHED

Once an order has been dispatched or handed over to the courier/logistics provider, it ordinarily**cannot be cancelled**.

If the customer no longer wants the product after dispatch, this will not automatically qualify the product for return or refund.

Our Return, Replacement & Refund Policy will apply after delivery.

Change of mind is not an eligible return reason.

3. CUSTOM / SPECIAL-ORDER PRODUCTS

Products that are specially ordered, sourced, customised, painted, modified, fabricated or otherwise prepared specifically according to a customer's requirements may not be cancellable once sourcing, fabrication, customisation or preparation has begun.

Customers will be informed where an order has special-order/custom-product conditions.

4. CANCELLATION BY MOTOPLANET PITSTOP

Motoplanet Pitstop reserves the right to cancel an order where reasonably necessary, including where:

- The product is unavailable;
- Inventory information was incorrect;
- A pricing or Website error occurred;
- Payment could not be verified;
- The customer's delivery location is not serviceable;
- Customer information is incomplete or appears incorrect;
- We reasonably suspect fraudulent or unauthorised activity;
- A product cannot be safely or practically shipped to the specified location; or
- Circumstances outside our reasonable control prevent fulfilment.

If Motoplanet Pitstop cancels a prepaid order, the applicable amount paid for the cancelled product/ order will be refunded.

5. REFUND FOR APPROVED CANCELLATIONS

Where a prepaid order is successfully cancelled before dispatch, the applicable refund will normally be initiated to the original payment method.

We aim to initiate approved cancellation refunds within **7 business days**.

After the refund has been initiated, additional time may be required for the amount to appear in the customer's bank account, card, UPI account or other payment method depending on the payment gateway or financial institution.

6. CHANGE OF PRODUCT

Requests to change a product, colour, size, vehicle model or variant after placing an order should be made immediately.

Changes are subject to product availability and whether the original order has already entered processing or dispatch.

Any difference in product price and shipping charges may need to be paid before the replacement order is processed.

7. CHANGE OF DELIVERY ADDRESS

Customers should contact Motoplanet Pitstop immediately if the delivery address needs to be changed.

An address change may not be possible after the shipment has been handed over to the courier/ logistics provider.

Additional shipping charges may apply where re-routing or re-dispatch is required.

8. REFUSAL OF DELIVERY

Refusing to accept an order after dispatch does not automatically constitute an approved cancellation.

Where a customer refuses delivery without an eligible reason and the shipment is returned to Motoplanet Pitstop, actual forward/return logistics charges or other non-recoverable charges may, to the extent permitted by applicable law, be deducted from any amount otherwise refundable.

9. CONTACT

For order cancellation requests:

Motoplanet Pitstop
Mukkada, Jawahar Road
Opp. Bajaj Service Centre
Parippally – 691574
Kollam, Kerala, India

Customer Support / Online Orders: +91 97469 74627
Email: [CUSTOMER SUPPORT EMAIL]
Website: www.motoplanetpitstop.com