RETURN, REPLACEMENT & REFUND POLICY

Last Updated: 1 September 2026

At Motoplanet Pitstop, we take reasonable care to quality-check and securely pack products before dispatch.

Because many automotive accessories are vehicle-specific and may become unsuitable for resale after installation or alteration, returns are accepted only under the conditions described below.

1. 7-DAY RETURN PERIOD

Eligible return/replacement requests must be raised within **7 days from the date of delivery**.

The 7-day period does not mean that all products may be returned for any reason.

Returns are accepted only for eligible issues described in this Policy.

2. ELIGIBLE RETURN/REPLACEMENT REASONS

A product may qualify for return or replacement where:

- The product arrived physically damaged;
- A materially incorrect product was sent by Motoplanet Pitstop;
- The product has a manufacturing defect evident on receipt/use in accordance with instructions; or
- Essential components are missing from the package.

All claims are subject to verification by Motoplanet Pitstop.

3. NO CHANGE-OF-MIND RETURNS

We do **not** accept returns or provide refunds merely because:

- The customer changed their mind;
- The customer no longer wants the product;
- The customer does not like the appearance after receiving it;
- The customer ordered the wrong product/model/variant/year;
- The customer provided incorrect vehicle information;
- The product does not fit because of previous modifications to the customer's vehicle;
- The customer found the same/similar product elsewhere at a different price; or
- The product has already been installed or altered.

Customers should carefully verify vehicle compatibility before placing an order.

4. UNBOXING VIDEO

Customers are strongly required to record a continuous unboxing video when receiving courier shipments where a claim may later be made for transit damage, missing components or an incorrect product.

The video should:

- Begin before the package is opened;
- Clearly show the shipping label;
- Show the package sealed;
- Show the complete opening process without interruption; and
- Clearly show the alleged damage, incorrect item or missing component.

Where the nature of a claim reasonably requires evidence of the parcel's condition at delivery, inability to provide adequate evidence may prevent us from verifying the claim.

5. CONDITION OF RETURNED PRODUCT

To qualify for a return/replacement, the product must, where applicable:

- Be unused;
- Be uninstalled;
- Be unpainted;
- Be undrilled;
- Be unwired;
- Be unmodified;
- Be returned with its original packaging;
- Include accessories, manuals, hardware and components supplied with it; and
- Be in substantially the same condition in which it was delivered, except for the reported defect/damage.

6. INSTALLED OR MODIFIED PRODUCTS

Products that have been installed, painted, drilled, cut, wired, modified, repaired or physically altered generally cannot be returned.

Where an installed product has a genuine manufacturing defect covered by warranty, the matter may instead be handled under the applicable manufacturer's/seller's warranty after inspection.

7. REPLACEMENT FIRST

For an eligible damaged, defective or incorrect product, Motoplanet Pitstop will generally first attempt to provide a replacement.

A refund may be provided where:

- The eligible replacement product is unavailable; or
- Motoplanet Pitstop determines that a refund is the appropriate resolution.

8. RETURN APPROVAL

Customers must contact Motoplanet Pitstop before sending a product back.

Do not courier a product to us without first obtaining return instructions from our customer-support team.

Unauthorised returns may be refused or may result in delays.

9. RETURN INSPECTION

Returned products will be inspected after receipt.

Motoplanet Pitstop may reject a claim if inspection shows that the issue resulted from:

- Improper installation;
- Physical damage after delivery;
- Misuse;
- Incorrect wiring;
- Customer modification;
- Accident;
- Normal wear and tear;
- Incorrect vehicle/product selection by the customer; or
- Any circumstance not attributable to an eligible product defect or fulfilment error.

10. REFUNDS

Once a return is approved and inspected, an applicable refund will be initiated to the original payment method or another mutually agreed method where necessary.

We aim to initiate approved refunds within **7 business days** after completion of the return inspection.

The time taken for the amount to appear in the customer's account may vary depending on the bank, card issuer, UPI provider or payment gateway.

11. SHIPPING COSTS FOR ELIGIBLE ERRORS

Where Motoplanet Pitstop has supplied an incorrect product, or an eligible product was received damaged/defective, reasonable return-shipping arrangements/costs will be handled as communicated by our customer-support team after the claim is approved.

Customers should not independently incur unusually high return-shipping charges without obtaining approval.

12. HOW TO REQUEST A RETURN OR REPLACEMENT

Contact:

Motoplanet Pitstop

Customer Support / Online Orders: +91 97469 74627

Please provide:

- Order number;
- Customer name;
- Contact number;
- Product name;
- Description of the issue;
- Clear photographs/videos; and
- Unboxing video where relevant.

Return Address:

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