



HELMET SIZING GUARANTEE

At CTA POWERSPORTS we want you to buy helmets online from us.
We are committed to giving you the best online shopping experience.

From customer feedback & surveys, we know that as a customer the main concern when buying a motorcycle helmet online is:
"What if the helmet does not fit?"

Most other online shops selling motorcycle helmets will not accept them back for exchange.
So you are stuck with a helmet that you ordered, but does not fit.

You may have ordered the correct size, but due to build variations between brands, a medium in one brand, may be the equivalent to a large in another brand. Even within the same brand, different helmet models have different fitments. Some models are sport oriented, needing a tight-firm fit, while others are more touring or cruising, being made to be more relaxed and comfortable for all-day riding and touring.

This is why we at CTA POWERSPORTS offer the **HELMET SIZING GUARANTEE!**

We understand that buying a helmet online can be daunting.

So with every helmet purchased from CTA POWERSPORTS, you get **one size exchange for free** if the helmet does not fit. Initial shipping on helmets is free, and our size guarantee means if the helmet size is incorrect, we will pay for the helmet to be returned to us, and send you out a replacement - all on us!

Now, that takes the worries about size out of the way, the only thing you have to decide on is which model and colour helmet do I want to order? To assist we have size guide charts within each helmet listing, and we are also available for one-on-one customer service Mon-Fri 8.30am-5.00pm AEST, either via Phone: **02 9604 2155** or email: **sales@ctapowersports.com.au**

TERMS & CONDITIONS:

- Size exchange must be initiated within 7 days of purchase.
- One free size exchange per helmet
- Free exchange only applies to the size, not for change of mind of colour/ model.
- Size exchange only, refunds for incorrect size will not be given.
- We are happy to size exchange again if required, but postage costs to and from us must be pre-paid by the customer
- We are happy to exchange for change of mind of colour/model, but postage costs to and from us must be pre-paid by the customer.

RETURNING HELMETS:

Keep all the original tags, labels and/or stickers on until you are sure the helmet fits properly. Helmets must be shipped back as they were received in their original helmet bag, box and include all original paperwork and accessories

Test out the size in the comforts of your own, clean home. Helmets found to have been *"taken out for a ride"* are considered used and cannot be returned. Try your motorcycle helmet on indoors only. Please keep in mind that brand new helmets are always firm when new. The internal padding needs to take time to bed in and mould to your head/face shape. The helmet should sit squarely on your head with the top of the helmet's eye port just above your eyebrows. A properly fitted motorcycle helmet will not go on easy at first but loosen slightly as it is broken in. If the helmet moves or your fingers fit easily between your head and the helmet you'll likely need a smaller size. The helmet should fit snug around your head and face with no pressure points.

If the helmet doesn't fit properly, put it back into the box and call us at **02 9604 2155** or email: **sales@ctapowersports.com.au** to request a free RMA (Return merchandise authorization) Also take this opportunity to let us know the exact new size you'd like. This label will either be emailed or posted out to you if you don't have a printer handy.

Send it back to us via Australia Post, making sure to keep the helmet in the original packaging and ready for resale.

You'll then receive a confirmation email or phone call from us when your return is processed, which will include the full details of your replacement item and tracking number for the replacement exchanged helmet.

If anything is unclear or if you have a special circumstance, please get in touch with us, either Ph: **02 9604 2155** or email: **sales@ctapowersports.com.au**