



Endura 90 Day Satisfaction Guarantee for MT500, MTR, Pro SL and D2Z products Consumer Terms and Conditions

Guarantee

No quibble exchange or refund within 90 days of purchase if you are not completely satisfied with any MT500, MTR, D2Z or Pro SL product.

Items bought from an Endura Dealer

If you purchased your item from an Endura dealer you should return the product to the Endura dealer it was purchased from within 90 days, with a receipt or order confirmation email, for a full refund or exchange.

Terms and conditions

Endura products bought from a dealer and covered by the Satisfaction Guarantee must be returned to the dealer where the original purchase was made. An Endura returns number must be requested within 90 days of purchase of the product. Claims under the Satisfaction Guarantee are limited to one per customer, per calendar year. Satisfaction should be determined through normal use of the product and care instructions must have been followed. Products should be returned in a clean and dry condition. A credit will be issued following satisfactory receipt of the product, completed form and proof of purchase.

When you take the item back to the dealer you will be asked to fill in a returns form. No claims will be accepted without a fully completed returns form containing the following information:

- Claimant Name
- Claimant Address
- Proof of Purchase
- Short explanation of dissatisfaction
- Claimant signature
- Dealer

Employee signature Packaging and tags do not need to be returned to Endura with the product. Product must be clean and dry for return to be accepted.

Endura reserve the right to amend or cancel this policy at any time, and to reject any claims submitted under the policy.

If for any reason the request is refused we will provide you with an explanation for that decision and will return your item to you should you wish for it to be returned.

Items bought from Endurasport.com

Please fill in the returns form on the back of the despatch note, indicating why you are unsatisfied in the returns table. We may contact you for further information using the email provided during checkout.

For further information visit our [Delivery & Returns](#) page

Terms and conditions

All products in the MT500, MTR, D2Z or Pro SL range are covered by our 90 Day Satisfaction Guarantee. With this guarantee you may return new or used products which you wish to **exchange** or **return** within ninety (90) days from the date on which the goods were shipped to you. Satisfaction should be determined through normal use of the product and care instructions must have been followed. Products should be returned in a clean and dry condition. Claims under the Satisfaction Guarantee are limited to one per customer, per calendar year.

Packaging and tags do not need to be returned to Endura with the product. Product must be clean and dry for return to be accepted.

Endura reserve the right to amend or cancel this policy at any time, and to reject any claims submitted under the policy.

For full website terms and conditions [click here](#).