



Return & Refund Policy

KUKIRIN spares no efforts to serve our customers. If you are not satisfied with your purchase, we will be happy to assist you. Below are the procedures and conditions for returns and refunds, along with all relevant information you need to know:

Order Changes & Cancellations:

Please contact us promptly if you need to change or cancel your order before it has been processed (typically within 12 hours). You can modify or cancel your order before shipping, and we will process your refund once we confirm the situation with you.

Important Notes:

- Customers should not return or request refunds without valid reasons, as there is a **7% handling fee** (of the total amount) for returns and refunds, which is the responsibility of the customer.
- Additionally, customers are responsible for shipping costs associated with returns.

Return Conditions:

Items eligible for return include:

- **Defective scooters:** Items found faulty due to defects in materials or workmanship within 7 days from the delivery date.
- **Manufacturing defects:** If a defect is found when the product is unpacked (though rare), we are responsible for troubleshooting, offering free repair services, or sending replacement parts to address the issue. This does **not** cover damage caused by personal mishandling. For more information, please refer to our [WARRANTY POLICY].

To initiate a return, contact us at tonkasuk@gmail.com to request authorization and further instructions. Please return the product in its original packaging.

Refunds:

Once we receive and inspect the returned item, we will send you an email notifying you of the status

of your refund request (approval or rejection).

- If approved, the refund will be processed, and a credit will be issued to your original payment method within a few days.

Note: We do not accept returns based on “change of mind.”

- Returns and refunds can take between **1 to 4 weeks**, but are typically resolved much sooner. Once we receive the returned items, we will notify you if the request has been approved or denied.
- If your refund is approved, it will be processed within **5-10 business days** via your original payment method.

Late or Missing Refunds:

- If you haven't received your refund, first check your bank account.
- Then, contact your credit card company or bank, as it may take time before the refund is officially posted.
- If you've done all of this and still haven't received your refund, please contact us at tonkasuk@gmail.com.

Shipping Instructions:

- Repack the merchandise securely in the original box and include all original packaging, including labels.
- We must receive the returned merchandise within **12 weeks** from the return approval date. If the return is not received by this time, the return and refund approval will be voided.

Return Shipping Address:

- **Shenzhen, Guangdong Province, China** (for returns to KUKIRIN)

Return Shipping Costs:

- You are responsible for paying your return shipping costs.
- Shipping costs incurred during the initial purchase are non-refundable.
- If a refund is issued, the return shipping cost will be deducted from your refund.
- You may choose any carrier (e.g., DPD, FedEx, DHL), but the carrier must provide a **tracking number**.

Processing Times:

- Please allow **2-3 business days** for us to process your return or refund.
- If a refund is due, allow an additional **1-2 business days** for processing.

Customer Support:

For further assistance or inquiries, please reach out to us:

- **Email:** tonkasuk@gmail.com (Recommended)

- **Phone/WhatsApp:** +44 7599 038279
- **Website:** www.tonkazuuk.co.uk