



MotoGuardian

Always aware. Always Protecting.

MotoGuardian Returns & Refund Policy

Version 1.0

The Helix Alliance Limited

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MotoGuardian Returns & Refund Policy

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1. Introduction

This Returns & Refund Policy explains how The Helix Alliance Limited, trading as MotoGuardian, handles returns, refunds and exchanges for MotoGuardian products purchased directly from us. It should be read alongside our Terms & Conditions, Warranty Policy, Shipping Policy and Subscription Terms.

2. Your Consumer Rights

Nothing in this Policy limits your statutory rights under applicable Irish or UK consumer protection legislation.

3. 14-Day Cooling-Off Period

If you purchase online as a consumer, you may cancel your order within 14 days of receiving the Device without giving a reason, subject to the exclusions below.

4. Eligibility for Returns

Returned Devices must normally be complete with all accessories, packaging and proof of purchase. Devices showing signs of misuse or damage may not qualify for a full refund.

5. Installed and Activated Devices

If a Device has been professionally installed or activated, deductions may be made where the value of the goods has been diminished through handling beyond what is necessary to establish their nature, characteristics or functionality, as permitted by law.

6. Faulty or Incorrect Goods

If your Device is faulty, damaged on arrival or not as described, please contact MotoGuardian promptly. We will repair, replace or refund the product in accordance with your statutory rights and our Warranty Policy.

7. How to Return an Item

Contact support@motoguardian.ie before returning any product. We will provide return instructions and, where appropriate, a returns authorisation.

8. Refund Process

Approved refunds will be made to the original payment method. We aim to process refunds within 14 days of receiving the returned goods or acceptable proof of return, whichever occurs first.

9. Return Shipping

Where the return is due to a fault or our error, MotoGuardian will arrange or reimburse reasonable return shipping costs. For change-of-mind returns, the Customer is generally responsible for return postage unless otherwise required by law.

10. Non-Returnable Items

The following are generally not eligible for return unless faulty: personalised items, products damaged through misuse, products with missing components and services already fully performed with the Customer's consent.

11. Subscription Services

Subscription fees already used or consumed are generally non-refundable unless required by law. Cancellation of a subscription is governed by the Subscription Terms.

12. Exchanges

Where practical, MotoGuardian may offer exchanges instead of refunds for eligible products.

13. Changes to this Policy

The Company may update this Policy from time to time. The version in force on the purchase date applies unless a later version provides greater customer protection.

14. Contact Us

The Helix Alliance Limited trading as MotoGuardian

Website: www.motoguardian.ie

General enquiries: info@motoguardian.ie

Returns & Support: support@motoguardian.ie

Our Commitment

MotoGuardian was created by riders, for riders. If something isn't right with your order, we will always aim to resolve the issue fairly, promptly and professionally while respecting your statutory consumer rights.