

Refund & Cancellation Policy

Last updated 12 October 2026 · Applies to reservations and purchases made on shuangear.com

AT A GLANCE

- Your **£20 reservation is refundable in full** at any time before your final purchase. No fee, no reason needed.
- **Nothing else is charged automatically.** You only buy SHUAN if you accept our final offer.
- Refunds are made **within 14 days**, to the payment method you used, for the full amount.
- After you buy, you have **14 days from delivery** to change your mind.
- If your SHUAN is faulty or not as described, **your full legal rights apply** on top of this policy.

1 Who we are

This policy applies to reservations and purchases made on shuangear.com. The seller is SHUAN MOTOGEAR LTD., a private company limited by shares registered in Israel.

Company	SHUAN MOTOGEAR LTD.
Company number	517286001
Address	Tel Aviv, Israel
Email	sean@shuangear.com
Website	shuangear.com

We reply to every message within 2 business days.

2 Your £20 reservation

2.1 What a reservation is

A reservation is a refundable deposit of £20. It holds your place in our first production batch (Batch 01) and locks in the Founding Rider price of £299. It is not a purchase of the product and does not oblige you to buy. If you go on to buy, your £20 is deducted from the price.

2.2 Cancel at any time

You can cancel your reservation at any time before your final purchase and get your £20 back in full. You don't need to give a reason, and there is no cancellation fee. This goes beyond the 14-day cancellation period the law requires.

2.3 Refunds we make without you asking

We refund your £20 in full, without you having to ask, if:

- we decide not to produce SHUAN, or not to sell it in your country;
- we can't confirm that SHUAN fits your motorcycle; or
- you don't accept your final offer within the time stated in it (at least 14 days). Your reservation then ends.

2.4 How to cancel

Email sean@shuangear.com from the address you used to reserve, with the subject **"Cancel reservation"** and the reservation reference from your receipt. If you can't find the reference, your full name and the date you paid are enough. We confirm your cancellation by email within 2 business days.

2.5 How and when you're refunded

- **Timing.** We issue the refund within 14 days of your request, or of the event in 2.3.
- **Method.** Back to the payment method you used: card, Apple Pay, Google Pay or PayPal.
- **Amount.** The full amount you paid, in pounds sterling. We never charge a refund fee.
- **Arrival.** Your bank or card provider usually takes 3–10 business days to show the refund.
- **Exchange rates.** If your bank converted the payment into another currency, the amount you see may differ slightly because of exchange rates. We always refund the full sterling amount you paid.
- **If the original method can't take a refund** (for example, the card has been closed or PayPal's refund period has passed), we refund by bank transfer to an account in your name, at no cost to you.

2.6 If something looks wrong

If you don't recognise a charge, or something has gone wrong with a refund, please contact us first. It is the fastest way to put it right. This doesn't limit any right you have with your bank, card issuer or PayPal.

3 Your final purchase

3.1 The final offer

Before SHUAN ships, we email every reserver a final offer that sets out:

- the final specification;
- confirmation that SHUAN fits your motorcycle;
- the total price, including all taxes, import charges and delivery;
- the expected delivery date; and
- how long the offer is open.

A purchase contract is formed only when you accept the offer and pay the balance. Nothing is charged automatically.

3.2 Delivery

We deliver by the date stated in your final offer or, if no date is stated, within 30 days of your payment. If we can't deliver on time, we will tell you, and you can cancel and get a full refund of everything you paid, including your £20.

3.3 Your 14-day right to cancel (UK and EU customers)

You can cancel your purchase without giving a reason within 14 days, starting the day after you receive your SHUAN.

- **How to cancel.** Tell us clearly before the 14 days end. An email to sean@shuangear.com is enough.
- **Returning the product.** Send it back within 14 days of telling us, to the return address we give you.
- **Your refund.** We refund the price you paid, including standard delivery, within 14 days of receiving the product back or receiving proof that you have sent it, whichever is sooner. If you chose a more expensive delivery option, we refund the standard delivery cost only. We use the payment method you used, at no cost to you.
- **Return costs.** You pay the cost of sending the product back, unless it is faulty or not as described.
- **Condition.** You may handle SHUAN as you would in a shop to check it. If it has been handled or used beyond that and has lost value as a result, we may deduct that loss in value from your refund.

4 Faulty or not as described

4.1 UK customers

Under the Consumer Rights Act 2015, SHUAN must be of satisfactory quality, fit for purpose and as described. If it isn't:

- Up to 30 days after delivery, you can reject it and get a full refund.
- After that, you're entitled to a repair or replacement. If that fails or isn't possible, you can have a price reduction or reject it for a refund. After 6 months, we may make a deduction for the use you have had.
- A fault that appears within 6 months of delivery is presumed to have been there from the start, unless we show otherwise.
- You have up to 6 years (5 in Scotland) to make a claim.

4.2 EU customers

You have the legal guarantee that applies in your country: at least two years from delivery.

4.3 Returning a faulty product

If your SHUAN is faulty or not as described, we cover the cost of returning it, either by sending you a prepaid label or by reimbursing you.

4.4 What is not a fault

Normal wear and tear, accidental damage, misuse, unauthorised modification, and damage caused by fitting SHUAN other than as our instructions describe. SHUAN is designed to deter and slow down theft. No soft case is theft-proof, and a theft or an attempted theft is not by itself a fault in the product. Your rights in 4.1 and 4.2 still apply if SHUAN was not as described.

5 Payments

Payments are processed securely by our payment provider, Tranzila. We never see or store your full card number. Prices and charges are in pounds sterling (GBP). Your receipt is sent by email.

6 Complaints

If you are unhappy with anything, email sean@shuangear.com and we will reply within 2 business days. If we can't resolve it together, UK customers can get free, independent advice from Citizens Advice, and EU customers from the European Consumer Centre in their country.

7 Changes and your legal rights

We may update this policy from time to time. The version in force when you made your reservation or purchase applies to it, unless a later version is more favourable to you.

Nothing in this policy limits the rights you have under the consumer law of the country where you live.