

## **CRASH REPLACEMENT POLICY 2015 on ALL Casco helmets**

### **Purchase a Casco helmet and benefit from our three year crash replacement discount.**

(This offer is only available through Nemesis)

You can expect to pay approximately 50% of the current retail price for a helmet under this policy.

### **Delivery**

Next day delivery: £7.04 incl VAT (for a single helmet).

### **Who is entitled to obtain a helmet under this policy?**

The Casco crash replacement programme is available only to customers that are resident in the UK and Northern Ireland and purchased their helmet from a UK or Northern Ireland Casco retailer. A helmet up to three years old can be replaced at a reduced price if it has been involved in an accident. The replacement will always be the same model as the original or the nearest current equivalent if the original is no longer available. When the same colour helmet is no longer available, the customer will be sent an alternative colour from the current range. This programme is designed to subsidise the cost of buying a replacement when a Casco helmet has been crashed.

### **What do I do now?**

- 1.** Contact Nemesis customer services to obtain a unique returns number.  
**Tel:** 01905 720170 or **email** customerservices@nemesisgb.com
  
- 2.** Once a returns number has been issued the helmet and following supporting information should be sent to the address stated below:
  - a)** The old helmet
  - b)** Information about the accident
  - c)** Proof of purchase of the old helmet
  - d)** Contact information (name, full postal address, telephone number and email address)
  - e)** Goods returns number

### **Where do I send the crashed helmet and supporting information to?**

Nemesis Returns Department  
Nemesis GB Limited  
17 Great Western Business Park  
McKenzie Way  
Tolladine Road  
Worcester  
Worcs  
WR4 9GN

**Tel:** 01905 720170

**Fax:** 01905 720194

**Email:** sales@nemesisgb.com

**Web:** www.nemesisgb.com

Once received and approved for a replacement then Nemesis will send the new helmet directly to the customer's address.

Payment to be made to Nemesis for the appropriate amount (see charges above) via Credit/Debit card.

Prices are subject to change from time to time, please check directly with customer services as above.

THIS CRASH REPLACEMENT PROGRAMME IS PROVIDED BY NEMESIS ONLY AND MAY BE SUBJECT TO CHANGE.