

IMPORTANT INFORMATION **FOR** **ARAI HELMET e-SHOPPERS**

(Advice & Understanding for those wishing to buy an Arai through one of our new Registered Arai e-Dealers.)

Please note that the following official logo must appear on this dealer's site or Arai cannot support or provide Warranty coverage for your purchase. Registered Arai dealers have agreed in writing to conform to Arai's standards for the proper fitting, sizing, consumer care and attention to insure your satisfaction to the best of their and our ability.



***This logo on your dealer's site means that you are entitled to
*A NO-HASSLE, NO-FEE HELMET EXCHANGE
IF THERE IS A SIZE OR FIT PROBLEM WITH YOUR INITIAL PURCHASE.***

* * *

After many years of listening to rider feedback, we have found that satisfaction with a helmet - any helmet - starts with your understanding the importance of fit. Most importantly, understanding how proper size and fit affect how a helmet performs during everyday riding, and how uninformed purchasing decisions can affect that performance.

While getting the proper size and fit on something as important and personal as a helmet can occasionally even be difficult in person in a store, this difficulty can be greatly compounded when your only contact is via phone, fax or email and there is no hands-on, in-person help with the fitting process. ***Which is why, with little or no actual firsthand knowledge at your disposal on how to size and fit a helmet, Arai sincerely encourages you to not make this decision lightly. (Any price savings are soon negated by having to wear a helmet that feels and fits wrong every time you put it on!)***

For this reason, we advise you in the strongest way to be sure to read the "**How to properly fit a helmet**" link on this site. This link will give you Arai's preferred method for fitting a helmet.

Here are some brief key points from it:

1. MEASURING: Have someone measure the circumference of your head with a cloth measuring tape - available cheaply at any fabric store - taking special care to measure at the largest circumference (i.e. where your head is biggest; typically at just above the eyebrows, around the head to include the largest "bump" at the back of your head.) The tape must be pulled tight, and the measurement taken.
2. SNUG VS. LOOSE: A helmet that slips on easily may offer an initial impression of comfort and proper fit, but after time can become too loose and move around on your head, allowing more wind noise to get in and also causing more discomfort and fatigue as you struggle to keep your head from getting buffeted in the

wind. Like a properly-fit pair of shoes, a helmet needs to settle in over time, so be sure to consider this "relaxing" of the interior when buying your new helmet. Your initial fitting goal, then, should be for a snug fit.

3. FACIAL FIT: This is a common problem with riders who have a full face, jaw, or cheeks because it often results in the mistake of "fitting your face" instead of your head, and choosing a larger size in order to get the helmet on past your face. The problem is compounded again because in a mail-order/Internet purchase there is no in-person helmet fitter to help.

Remember, first get your correct *head* size (Step #1 and link). You'll yell and scream the measured-size will never fit, but respectfully, we've heard that before. When you order your helmet, consider ordering one of Arai's optional thinner-cheekpad sets for your model. Swap the pads to the thinner ones. Bingo!

4. SIZE COMPARISONS: The helmet size you're wearing now doesn't count in ordering a new helmet. A previous or current helmet in the same brand, model and size - even if an Arai - may not offer the same fit as a current model or size you're considering. Why? The natural evolution of design and the use of new materials can affect - and alter - the size and fit of a new model.

Arai offers several interior shapes to give you the most possible opportunities to find one that best fits your head shape. How can you determine which is best suited for you? In general, Arai interiors for the North American markets are based on an oval shape orientation (somewhat longer front-to-back and a little narrow from side-to-side). Our models then vary slightly based on that general Oval shape to accommodate a much wider fit range

LONG OVAL (very long front-to-back, very narrow side-to-side). On this end of the scale, we have the new Profile model, offering additional forehead room for those who find that most helmets have pressure points in the forehead.

INTERMEDIATE OVAL (a little shorter front-to-back and a little wider side-to-side). This next fit package comes in our RX-7 CORSAIR model, which begins the shift from oblong towards round.

ROUND OVAL (even a little shorter front-to-back and a little wider side-to-side). This last fit package is shared between our Quantum-2 and Astral-X models. However, because the Quantum-2 has a fully removable liner and the Astral-X has a non-removable head liner, side-by-side fit comparisons can reveal a personal preference for one over the other.

No one pays more attention than Arai to the subtle variations and the infinite possibilities of the human head shape. And, even though we know we can never build a perfect shape for everyone, we make a genuine effort to offer shapes that allow more people to find a better and more comfortable fit - which we think is much better for the rider's comfort than trying to shove everybody's head into a single interior shape!

WHERE WILL YOU BUY? All of the above reasons are why we prefer helmets to be purchased locally, in person, in a store, where you can make a hands-on decision about the helmet you're going to have to wear! This is why we think it's important to understand all of the different aspects of sizing and fit as it relates to brands, models and - in Arai's case - interior shapes.

BUYING ONLINE OR BY MAIL ORDER: Registered Arai e-dealers® have agreed to work with Arai in an unprecedented campaign to make every effort to get you the right fit in your new Arai. If you find it impossible to visit your local dealer to buy your Arai in person, and therefore choose to buy online from a Registered Arai e-dealers® we want you to know the following:

Your purchase of an Arai helmet comes with a one-time,

***NO-HASSLE, NO-FEE HELMET RETURN
(return freight pre-paid) exchange option.**

If, after receiving your helmet and test-fitting it in your home (never having removed the tags, shield film or actually using it for a test ride) you can return it to the place of purchase, within 3 business days after receipt, for an exchange to either another Arai size and/or model.

The helmet must be in absolutely brand new condition, returned in the original box with all the original paperwork and packing.

The cost difference, should there be any depending on model and/or design change, will either be refunded (in the case of a less expensive replacement) or charged (in the case of a more expensive replacement) to your credit card. You must confirm with the place of purchase prior to the return, as to what that difference in costs might be and approve it, as well as to make the arrangements for the authorized return.

Note that the dealer has final say as to the condition of the returned helmet, as well as any and all charges relating to damage, missing parts and/or cost differences in the case of an exchange. Arai has nothing to do with the purchase process, other than requiring the one free return for exchange. Any returns for another brand, or for a refund are not covered under this policy and will be charged for according to the policies of the selling dealer.

Therefore, it is up to you as the customer to understand all sales and return policies of the selling dealer prior to making your purchase.

Thank you very much for considering Arai for your next helmet purchase. We hope we have provided some useful information and hope you apply it, even if you choose another brand. After all, aren't you worth a little extra consideration?

If you have any further questions, please feel free to contact us directly.

And remember, only dealers listed on our dealer locator and displaying this registered logo



are authorized to sell Arai helmets via the internet, as they have agreed to Arai's policies, most importantly the "no return shipping or return fee exchange" extra effort to get you properly fitted.

Best regards and safe riding,

Brian M. Weston
Director of Operations
ARAI HELMET AMERICAS, INC.