

**Order number**  **Full name**   
**Billing address**   
**Town/City**  **Country**   
**Post code**  **Phone number**

## Return codes

<p><b>Items not as expected / don't like</b></p> <p><b>A-1</b> Colour not liked</p> <p><b>A-2</b> Not as expected/ don't like</p> <p><b>A-3</b> Quality not as expected <i>Please give details</i></p> <p><b>B</b> Arrived too late</p> <p><b>C</b> Wrong item received</p> <p><b>D</b> Found cheaper elsewhere</p> <p><b>Wrong Size</b></p> <p><b>E-1</b> Too large/long</p> <p><b>E-2</b> Too small</p> <p><b>E-3</b> Poor fit <i>Please give details</i></p>	<p><b>Faulty / Damaged</b></p> <p><b>F-1</b> Goods damaged in transit</p> <p><b>F-2</b> Faulty <i>Please mark on bike image</i></p> <p><b>F-3</b> Missing part of product <i>Please give details</i></p> <p><b>F-4</b> Incorrect set-up <i>Please mark on bike image</i></p> <p><b>Not required</b></p> <p><b>G-1</b> Changed my mind</p> <p><b>G-2</b> Ordered for choice</p> <p><b>H</b> Manufacturer recall</p> <p><b>I</b> Other <i>Please give details</i></p>
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**Further details**

Please circle any faults or damage on this bike image:



## Returned items

Please complete the table below so we can process your return as quickly as possible

QTY	PRODUCT ID (IF KNOWN)	MAKE	MODEL	SIZE/ COLOUR	REFUND	EXCHANGE	REASON CODE
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	

## Exchange items

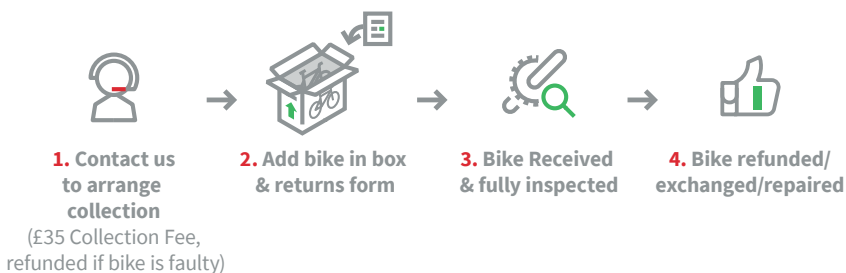
If you're exchanging, please tell us which items you require

QTY	PRODUCT ID (IF KNOWN)	MAKE	MODEL	SIZE/ COLOUR

We'll issue a full refund less any postage fees (for express delivery etc) and any interest charges imposed by your credit card company. There is a **£35 fee for returning a bike that is the wrong size, or simply unwanted**. Returned products remain the responsibility of the customer until they reach us.

## Returns policy & process

Call us on **01792 799508**, or contact us on Live Chat, and we will help arrange a courier collection.



All bikes should be returned complete, unused, in the same condition as received, and in undamaged condition suitable for resale. No refund can be issued until the goods have been received and fully inspected.