



PERSONALISED SERVICE FROM EXPERIENCED BIKERS

RETURN/EXCHANGE FORM

You are not obligated to use this form during your 14 day cancellation period

You can return your item(s) up to 12 MONTHS from delivery

OFFICE USE

EXCHANGE DATE	
REFUND DATE	

It is important that you complete this form fully when you are returning an item to us. Therefore would you please tick refund or exchange, select one of the return reason codes and send it to us with the item(s) to be returned to reduce any delay in an exchange or a refund.

ORDER NUMBER _____

ORDER DATE _____

RETURN DATE _____

PRODUCT NAME/DESCRIPTION	SIZE	REFUND (✓)	EXCHANGE (✓)	REPLACEMENT SIZE	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
							1. LOOKS DIFFERENT TO IMAGE ON SITE
							2. ORDERED MORE THAN ONE SIZE
							3. ARRIVED TOO LATE
							4. POOR QUALITY
							5. DOESN'T FIT PROPERLY
							6. DOESN'T SUIT ME
							7. INCORRECT ITEM RECEIVED
							8. PARCEL DAMAGED ON ARRIVAL
							9. OTHER – COMMENTS IN BOX BELOW

CUSTOMER NAME AND ADDRESS		COMMENTS	Bike Stop Ltd 104 High Street Stevenage SG1 3DW T: (01438) 317038 returns@bikestop.co.uk
CUSTOMER TELEPHONE NUMBER			
CUSTOMER SIGNATURE			

No Quibble Returns

You have a statutory right to cancel your order starting from when the contract is entered into and ending 14 days after the goods have been delivered. Please see our terms and conditions on how to return goods within this period. However if you are outside of the 14 days and have an issue, or are simply not happy with your purchase, then Bike Stop want to correct it as quickly as possible under our “No Quibble Returns”. You can return items, free of charge*, within 12 months of delivery and we will be pleased to replace the item or offer a full refund for it. We just ask that you send the item(s) back unused in their original condition with all the original packaging and labels. Please follow the instructions below. This does not affect your statutory rights. If you are within 14 days of delivery, you have the right to cancel.

If an item is faulty or you feel it has been incorrectly described please contact us as soon as possible so that we can rectify this matter.

*UK Mainland only, see exclusions. One free return/exchange per order.

How to return an item:

1. Please package up the goods safely in all of their original packaging
2. Generate a return label at <http://www.bikestop.co.uk/new-return>
3. Drop the parcel off at a Post Office.

There is no charge for this label if your order qualifies for a **Free Return** (see exclusions).

If you use this service for a non-qualifying order, your refund will be reduced by **£5.00**.

If you return the goods to us by other means, you will be responsible for the cost of returning the goods.

Exclusions

- **Orders under £50.** We are unable to offer free returns for orders under £50. If your order qualifies for free shipping and returns, but you only keep items totalling less than £50, a flat fee of £15 will be deducted from your refund.
- **Helmets.** For your confidence and safety, we will not accept returns or exchanges of any helmets purchased online after **14 days**. We do not accept returns of helmets purchased in store. This does not affect your right to cancel.
- **Used Items.** We therefore strongly recommend you try on your gear immediately on receipt and do NOT remove tags/protective stickers or go out on your bike until you are completely satisfied and happy you do not require a refund or exchange. We classify items as used if the original tags / protective stickers are removed or there are signs of wear.
- **Special Orders.** If we did not have the item in stock, and we agreed to buy the item in especially for you when you ordered, we are unable to automatically offer a return or refund / exchange. This does not affect your right to cancel. Nevertheless, we will try our best to see what we can do to help, so please contact us directly to discuss what options we may be able to offer you.
- **Items damaged in transit.** It is important to use the original packaging that we used to send the item to you, when you return the item. If you send it back without adequate packaging, and the item gets damaged in transit, you risk losing all or part of your refund. The minimum handling charge for items not properly packaged is £20.
- **The original delivery charge** (where charged).
- **Remote delivery location.** A free return label will only be provided for deliveries to mainland UK, excluding Highlands and islands. Qualifying locations are denoted by 'Mainland UK' in the shipping method.

bike stop.
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