

## HOW TO RETURN OR EXCHANGE PRODUCTS

We want you to be happy with your product. If you're not, just return the item within 90 days, following the instructions below, and we'll exchange or refund it\*.

1. If you're returning a **bike, or a large / heavy / high-value item**, please **contact us first**, as we can often save you money on return postage by using our couriers. Call us on 01572 332 032 from 9.30am-5pm, Mon-Fri, or email [enquiries@rutlandcycling.com](mailto:enquiries@rutlandcycling.com)
2. Always return items in their original, undamaged packaging.
3. Please package your items securely to avoid any damage in transit. **Bikes must be returned in a securely-packaged bike box** – if you need to purchase a replacement, go to [rutlandcycling.com](http://rutlandcycling.com) and search "new bike box"
4. To ensure we process your refund as quickly as possible, please fill in the reason for your return in the box detail shown on this form.
5. If you're sending back faulty or damaged items, please contact us first as we can provide postage labels and courier collections.
6. Enclose this completed returns form in the package you are returning to us and send your package to:  
Rutland Cycling - Returns Dept, The Old Station Yard, Wing Road, Manton, Rutland LE15 8SZ.

### \*EXCHANGES AND REFUNDS

#### Condition of returns

We can only accept returns in an unused and re-saleable condition, in their original and undamaged packaging. We recommend you obtain proof of postage or use a tracked service, as we cannot be held responsible for goods lost or damaged in transit.

#### Products we're unable to refund or exchange

Unless faulty, we cannot refund or offer an exchange on the following products: food, energy products, videos, DVDs, face masks, personalised/custom goods, software, gift vouchers, safety equipment, under garments.

#### Return postage

We do not offer free returns because we aim to keep the cost of the product as low as possible. Of course, if goods are found to be faulty, we will reimburse any cost incurred up to a value of £10.

#### Delivery charges

If you'd like to exchange an item, we'll happily send out the replacement products free of any delivery charge. If you're returning an item for a refund, we'll reimburse you minus any additional postage charges paid on your original order.

#### Processing time

We'll issue your refund/exchange once we've received and checked the goods. We'll refund you as promptly as possible, but usually within 3 working days of goods being received by us.

If you have any other queries, please contact our customer service team on 01572 332 032 (9.30am-5pm, Mon-Fri), or email [enquiries@rutlandcycling.com](mailto:enquiries@rutlandcycling.com)

## 1. REASON FOR RETURN

Please choose the reason(s) for returning the item(s) from the list below and provide a brief explanation in the box provided:

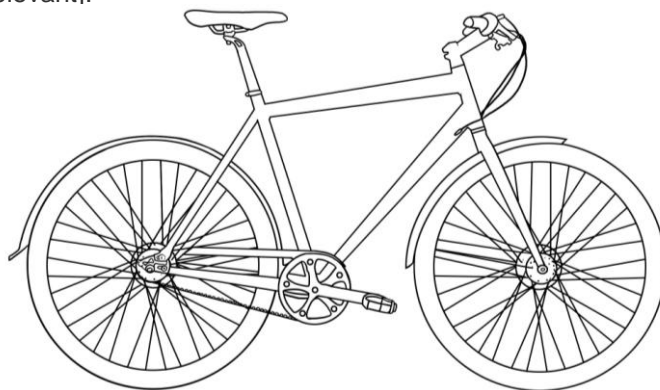
- |  |   |
|--|---|
| <input type="checkbox"/> Wrong item ordered        | <input type="checkbox"/> Not like picture/description |
| <input type="checkbox"/> Wrong size/colour ordered | <input type="checkbox"/> Delayed delivery             |
| <input type="checkbox"/> Missing part of product   | <input type="checkbox"/> Received wrong item          |
| <input type="checkbox"/> Damaged – still working   | <input type="checkbox"/> Unwanted                     |
| <input type="checkbox"/> Damaged – faulty          |   |

### EXPLANATION:

### BIKES ONLY:

**Please contact us first, before returning your bike:** call us on 01572 332 032 (9.30am-5pm, Mon-Fri), or email [enquiries@rutlandcycling.com](mailto:enquiries@rutlandcycling.com).

*Please note that we cannot accept any cycle warranty claim or return for incorrect pedal fitment, buckled wheels, snapped spokes or damage to crank arms caused by incorrect assembly or incorrect maintenance. We always recommend having your bike assembled by a professional; failure to do this may invalidate your warranty. Please mark on the diagram the area of fault [where relevant]:*



## 2. PLEASE SPECIFY REFUND OR EXCHANGE:

Include replacement product name / size / colour if relevant.

**NOTE:** We cannot guarantee the replacement item will be in stock when we receive your original item. To ensure availability, please place a new order with us and we'll refund the original returned item

## 3. PERSONAL INFORMATION

Please include your details below including name, contact number, account number and order number.

