



RICHARDSONS CYCLES

Returns Form.

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 01223 322450 from 9.30am-5pm, Mon-Fri, or email support@richardsonsonline.co.uk 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 richardsonsonline.co.uk 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: Richardsons Cycles, Thorney Road Milking Nook, PE6 7PJ.

***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.

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.

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.

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.

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:

- ☐ Wrong item ordered
- ☐ Not like picture/description
- ☐ Wrong size/colour ordered
- ☐ Delayed delivery
- ☐ Missing part of product
- ☐ Received wrong item
- ☐ Damaged – still working
- ☐ Unwanted
- ☐ Damaged – faulty

BIKES ONLY: Please contact us first, before returning your bike: call us on 01223 322450 (9.30am-5pm, Mon-Fri), or email support@richardsonsonline.co.uk. 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.

Additional Information...

Please Specify item Returned is for:

- ☐ Refund
 - ☐ Replacement
 - ☐ Exchange (Please Provide replacements Parts, Size/colour or Part number in the box below.)
- To ensure availability, please place a new order with us and we'll refund the original returned item.

PERSONAL INFORMATION Please include your details below including name, contact number, account number and order number In the box below.

Returns Address:

Richardsons Cycles
C/O Pell & Parker Ltd.
Thorney Road
Milking Nook, Newborough
Peterborough
PE6 7PJ

If you have any other queries, please contact our customer service team on 01223 322450 (9.30am-5pm, Mon-Fri), or email support@richardsonsonline.co.uk