

How To Return Your Order

Who doesn't love new cycling kit! We hope everything is great with your order. However, we appreciate that every now and again things can go wrong and you may need to exchange or return your items. If this is the case, please follow the steps below:

1. Complete this form and pack it with your items
2. Stick the sticky address label from your invoice on to the pack and take it to your preferred courier
3. Give us 3 working days after receipt to process the returns and get in touch

| Reason For Return | Product Description | Order Number | Reason Code | Tick One Of The Following: | | |
|--------------------------------|---------------------|--------------|-------------|----------------------------|--------|----------|
| | | | | Store Credit | Refund | Exchange |
| 1 - Unwanted | | | | | | |
| 2 - Faulty | | | | | | |
| 3 - Damaged | | | | | | |
| 4 - Received Incorrect Item | | | | | | |
| 5 - Ordered Incorrect Item | | | | | | |
| 6 - Issue with Size/Colour/Fit | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

** If you are exchanging items please detail below*

Quantity

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Important notice

Please ensure all the text on your sticky returns label is clearly visible on the package.

See Reverse For More Information

Unwanted Item Returns

If an item is unused and the component has not been fitted you can simply return it to us within 90 days of delivery for a refund or exchange. Please ensure that the goods are returned in their original packaging and are in an unused condition.

Incorrect, Damaged or Faulty Item Returns

We will happily exchange or refund any product that has been sent in error or has been damaged upon delivery. Where an error has been made by us and you have received items that were not ordered, we will replace these as quickly as possible. Any shortages or errors must be notified within 14 days of receiving the goods.

International Returns

You must ensure to mark the package as 'RETURNED GOODS – FAILED SALE'. Failure to include this may result in the package being refused at UK Customs and returned to you.

If you have paid import duty on a returned order, you should be able to claim back a refund of the duties paid from your local Customs Authority. You will need to show the Customs Authority proof of duty paid when you received the order and proof of export – this is your proof of returning the order to us.

Terms and Conditions

When requesting a refund, items must be returned in their original packaging and in an unused condition. Used items that you have found to be faulty must be returned in a clean condition, otherwise we are unable to accept them and you will be liable for the postage costs to return the item to you.

Items must be returned within 90 days of the original purchase date.

Items must be returned to Ribble Cycles, not the manufacturer.

Perishable goods or items with specific sell by dates are exempt from our returns policy unless faulty, delivered in error or damaged.

Where a refund is processed it will be applied to the original payment source. Please allow up to 10 working days for your refund to show in your account once it has been processed.

In the case where an item is being returned that was part of a discount or promotion and the threshold for the discount has been crossed – the discount will be deducted from your refund. For example, if the order took advantage of a special offer such as 'Save £25 on all orders over £250' and your return brings your overall order value to less than £250, the discount will be removed from your order. If you return an item worth £50, then your refund would be £25 (£50 minus the value of the discount, £25).

We reserve the right to reject any returned items which are not returned in accordance with our returns policy. You would be liable for the return postage of the items back to you in this instance. Our returns policy does not affect your statutory rights. We operate an ethical, fair business and we do everything we can to ensure your experience with us is positive. We recognise that you have a great choice of stores available to you and we appreciate that you have chosen Ribble Cycles.

Please Note

We can only exchange like-for-like products. This means a product in a different size or colour (subject to selling price and availability). If you would like a completely different item, please return the item for a full refund and place a new order online.

Items returned with an incomplete Returns Form, or in a used condition, may also take longer to process.

Some items will have to be returned to the manufacturer/distributor for inspection and/or repair, this may extend the returns period but we will keep you informed on progress. We cannot refund postage on warranty returns whereby the warranty has been declined. Returns processed under warranty will be repaired or replaced at the manufacturer/distributor discretion. We will refund the return postage cost on all incorrect, damaged or faulty items up to a maximum value of £25. If the postage is going to cost more than £25 please contact us by telephone or email and we will arrange to collect the item.

Return Address

Returns @ Ribble Cycles

363 Leach Place

Walton Summit Centre

Bamber Bridge

Preston

PR5 8AS

Email: returns@ribblecycles.co.uk

Telephone: +44 (0)1772 963400

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