

RETURNS FORM

OUR 90 DAY RETURNS POLICY

- You have 90 days to return unused and unworn items, with all labels attached
- Ensure there is sufficient postage on your return package and retain proof of postage
- Balfe's Bikes is not responsible for any returns in transit to us
- We will make refunds within 3 working days from receipt of goods
- For any further information and help, please call us on 020 4506 3856

1

YOUR ORDER DETAILS

Order Number																		
Full Name																		
Phone Number																		
Email Address																		
Today's Date	DD	MM	YYYY															

Your 6 digit order number can be found at the top of your original email order confirmation in blue **123456**
Or your 7 or 8 digit Order number from your Order Receipt email

2

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

QTY	Product Code (if known)	Description	Size	Colour	Refund (✓)	Exchange (✓)	Reason Code (1-6)	Comments

Please enter the main reason for returning each item using the list opposite	1 – Wrong Size	2 – Compatibly issue	3 – Not as expected
	4 – Ordered More than one size	5 – Faulty	6 – No longer needed

3

WHAT WOULD YOU LIKE TO DO?

Exchange (if yes, continue to complete the form below) Refund Payment

EXCHANGING ITEMS

QTY	Product Code	Description	Size	Colour

4

Pack & Send

Please securely pack the items you are returning and post back to us using the supplied address label



RETURNS DEPARTMENT
Balfe's Bikes
Unit 2 Camino Park
James Watt Way
Crawley
RH10 9TZ

RTN

TERMS & CONDITIONS

RETURNS

We want you to be delighted every time you shop with us. Occasionally though we know you may want to return items for various reasons, so our returns policy is as follows:

We accept the return of items only if there are in their original condition and returned with all packaging and labels, again in a good, resaleable condition. If you return goods to ourselves in perfect, as sold condition within 90 days of receipt we will be happy to offer you an exchange, account credit or refund.

Please complete and print out the attached 'RETURNS FORM' and include it with your returned items to arrange this.

FAULTY/ DEFECTIVE ITEMS

You can always return items if they are defective or if they have been sent in error.

Defective items must be returned in a clean / laundered condition with all original packaging, labels and proof of purchase. We also require a written explanation of the product fault / defect.

Defective items will be repaired, replaced or refunded at Balfe's Bikes discretion. When we receive your goods, our Returns Department will assess the returned items to ensure they meet our Returns Policy and qualify for a repair, replacement or refund.

For any more information, please do not hesitate to contact us on 0204 4506 8356 or email at support@balfesbikes.co.uk