

Thank you for shopping with 50cycles Ltd. If you are not satisfied with your order, please return your goods within 28 days of the purchase date for a full refund.

Any item can be returned to us provided it is returned unused with its original packaging and a valid receipt. We are unable to offer any refund without a valid receipt (a copy of the confirmation email for your order will be accepted)

Refunds will be processed using the same method of payment used for the original purchase. Credit and debit card refunds must be made to the card used for the original purchase. Due to banking restrictions cheque payments can only be refunded at least 14 days after the original purchase date.

Returning your purchase by post

To return your purchase by post, please complete the returns form stating whether you would like a refund, exchange or have a warranty issue. Please provide details of why you wish to return your purchase. This information helps us review the products we stock.

It is your responsibility to ensure that the item is returned to us in a safely and securely, and, in the event of a refund or exchange, in saleable condition (in original packaging and including all warranty cards, manuals and accessories).

Send your goods securely packaged by a recorded delivery method, including a copy of your receipt and the form to:

**50cycles Returns Department
Unit M Little Moor Lane
Loughborough
Leicestershire LE11 1SF
United Kingdom**

Returning complete bicycles

If you wish to return a complete bicycle, please call our Returns Department by email at returns@50cycles.com to arrange a special courier collection.

PLEASE NOTE: Depending on the reasons for returning an item a charge may be incurred for this service.

Returning your purchase to a store

We also offer the option of returning your purchase to our store in Loughborough. We will issue a refund on the spot if appropriate, or you could browse our stock and exchange your purchase for an alternative product.

As with postal returns, store returns must be made within 28 days, refunds will be processed using the original payment method, and the goods must be returned in original packaging with all warranty cards, manuals and accessories.

Finance & Cycle to Work returns

If your purchase was either paid for with one of our finance options or through the Cycle to Work programme, please contact the Returns Department at returns@50cycles.com prior to returning your goods.

Potential warranty returns

On receipt of your goods, if you feel they are faulty, please contact our Returns Department to obtain a warranty returns number.

If you do not have a returns number this will delay the warranty inspection and possible warranty claim on your goods. On receipt of your goods we will carry out an inspection and will contact you within three working days of receipt.

If your purchase is outside our 28 day return period but within the manufacturers warranty period we will repair or replace the item(s) as stated in the manufacturers warranty guidelines.

PLEASE NOTE: In some cases the manufacturer/supplier may require to see the item(s) before repair or replacement can take place. If this is the case we will inform you. Proof of purchase is also required with all potential warranty claims.



Returns Form

Please complete this form and return with your item(s) to:

50cycles Returns Department

Unit M, Loughborough, Leics LE11 1SF, UK

returns@50cycles.com

Return number (if applicable)	
Your name	Cardholder's name (if different)
Billing address	
Daytime telephone	Evening telephone
Email	

Returned item(s)

Date delivered	Item name or description	Item size	Exchange/ Refund/ Warranty	Reason for return or other comments

Replacements

Item name or description	Item size	Item colour	Quantity required	Other requests or comments

Payment details

Order number(s)	Payment Credit Card/ Debit Card/ Cash/ Cheque/ Finance/ Other
	If other: