

MERCHANDISE RETURN FORM

Need to Make a Return? It's easy!

Just follow these easy steps:

1) Go Back Online to www.ElectricBikeSales.co.uk

You may either print out a return label and mail it back at your own expense, or you can choose our "Easy Returns" Option and we'll email you a Pre-Paid Label with a date for collection.

You will need to cover the cost of the return shipping and the full cost of the original shipping to you which may be more than the shipping price paid due to shipping being subsidised in part or full.

Fill out the bottom of this form

- 2) For Security Reasons, we do not keep your credit card on file, so make sure to fill out the bottom of this form with all of your information so we can make sure to credit your account in a timely manner. Be sure to select the reason for your return as well.

Box up your Return and Ship It!

- 3) Please remember to include this form with your package. Please box your item(s) up carefully and include all labels and packaging. Please note the item must be packaged exactly as received or any damage in transit will be your liability. The Electric Transport Shop is NOT RESPONSIBLE for any packages lost by any delivery service, so please insure all packages and retain your tracking numbers until your refund has been processed.

RETURN INFORMATION

Your credit will show up on your credit card statement. Original and Return shipping and handling charges are not refunded. Please allow up to 2 weeks for the credit to appear on your statement. USED ITEMS will NOT be accepted and will be returned to you at your own cost unless a value agreed.

NON-RETURNABLE ITEMS

The Following Items CANNOT be Returned (as stated on our website's): Items that were purchased over 28 days ago, all special order items that are customised or not normally available in our stores including imported EU models. If you send back a NON-RETURNABLE item, you will not be refunded.

EXCHANGES

If you require an exchange and have not used your item we will do our best to accommodate you.



Specialist eBike stores throughout England
SALES - TEST RIDES - REPAIRS - SERVICING - CONVERSIONS
www.ElectricBikeSales.co.uk

We are here to assist you! If you have any questions regarding returns or if you need help selecting a replacement item, please do not hesitate to contact us! You can email us at support@ElectricBikeSales.co.uk

PLEASE FILL OUT THE INFORMATION BELOW

YOUR NAME: _____ ORDER NUMBER: _____

PURCHASERS NAME (if different): _____

PHONE NUMBER: (____) _____ - _____

HOW WOULD YOU LIKE US TO PROCESS YOUR RETURN? Select One ___ Credit my Credit Card ___ Issue a Store Credit

CREDIT CARD NUMBER: _____ - _____ - _____ - _____ EXPIRATION DATE: _____ / _____

If you do not fill this out, we will automatically issue a store credit for you to use at a later date instead of crediting the refund back to your card.

ITEM(S) YOU ARE RETURNING:

ITEM	REASON FOR RETURN (please circle)	RETURN CODES
	1 2 3 4 5 6 7 8 9	1 - NOT WHAT I EXPECTED 2 - CHANGED MY MIND 3 - UNWANTED GIFT 4 - DIDN'T FIT
	1 2 3 4 5 6 7 8 9	5 - DID NOT ARRIVE IN TIME 6 - DAMAGED DURING SHIPPING 7 - DEFECTIVE PRODUCT
	1 2 3 4 5 6 7 8 9	8 - RECEIVED WRONG PRODUCT 9 - OTHER (please explain below)

COMMENTS? The Electric Transport Shop values your comments and suggestions!