

RETURNS FORM



If for any reason you are not satisfied with your item(s), please return it to us within 30 days of delivery for a refund.

Questions?

Please don't hesitate to get in touch with us at sales@thebikefactory.co.uk or call us on 01244 317893

If you believe your item to be faulty, please get in touch before proceeding so that we can assess and provide you with a free return postage label if applicable.

1

Safely and securely package your item for return.

Please ensure the item is in saleable condition with original packaging, manuals, tags, etc.

2

Complete this form and include along with the item, then return to:

The Bike Factory Returns
153 - 161 Boughton
Chester
CH3 5BH

3

Send back to us using a recorded/signed-for, trackable service.

Please note, we cannot be held liable for packages that have not been received.

4

Please allow up to 14 working days for your refund to be processed once we have received your return.

Please note that with the exception of faulty items, we cannot accept the return of used items. This does not affect your statutory rights. Please see our full Delivery & Returns Policy at: <https://www.thebikefactory.co.uk/delivery-returns-policy/>

Customer name: _____

Order number: _____

Telephone number: _____

Quantity	Product	Reason for return
Additional information		