RETURNS FORM

Address; On Yer Bike LTD Clothing Department, A41 Bicester Road, Westcott, Bucks, HP18 0JX

01296 655 999

VAT Number GB490951031

Please fil out this form accordingly; **We cannot file a return without this information.** It is vital that you **Include your receipt** with the returns form; it can be photocopied for your benefit. Please ensure you **Read our Returns Policy.**

NAME	
INVOICE ADDRESS	
DELIVERY ADDRESS	
DATE OF PURCHASE	
EMAIL ADDRESS	
MOBILE NUMBER	
ALTERNATIVE CONTACT NUMBER	
METHOD OF PURCHASE PLEASE CIRCLE ONE	EBAY ONLINE SHOP DIRECT PURCHASE OTHER;
METHOD OF PAYMENT PLEASE CIRCLE ONE	PAYPAL ONLINE CARD PAYMENT CARD PAYMENT VIA PHONE OTHER;
WHERE DID YOU HEAR ABOUT US?	
PLEASE COMMENT	

EXCHANGE FOR; (ONLY IF APPROPRIATE)			
QUANTITY	ITEM CODE	ITEM NAME	SIZE REQU

RETURNING MERCHANDISE

DATE;

QUANTITY	ITEM CODE	ITEM NAME	REASON CODE	EXCHANGE/RETURN

RETURN REASON CODE NUMBERS
1- EXCHANGE SIZE
2- PRODUCT NOT SUITABLE
3- WRONG PRODUCT RECEIVED
4- OTHER (PLEASE STATE) .....

Returns Policy: We must be informed of any damaged goods in transit immediately. If the package is damaged on delivery please mark on the courier's delivery sheet 'package damaged'. No refund or replacement will be given unless authorisation has been given by us. Goods that are accepted for return by us may be returned for exchange in cases of sizing mistakes, etc. They must be in 'as new' condition, **items MUST be returned within 30 days at the customer's expense**. In the case of refunds this will be less any carriage costs incurred. We cannot stress enough the need to use secure insurable carriers as it your responsibility to return goods to On Yer Bike. Delivery Prices quoted on www.onyerbike.net are for delivery to Mainland UK addresses only. Other destinations will need to be quoted for separately. We always endeavour to dispatch goods on the same day as your order subject to the time your order arrives. **Availability** whilst we aim to have all stock available at all times there are sometimes shortages beyond our control. If the goods you require are out of stock we will inform you as soon as possible offering you revised delivery dates our another product option. **Warranties** most items for customers in the UK have a 12 month warranty subject to normal wear and tear. All warranty goods must be inspected by On Yer Bike before a repair or replacement can be given carriage costs will be borne by the customer. **Helmets** Due to health and safety issues **we cannot offer any refunds or credits on any helmet**. Please make sure you know the exact size of the helmet you require. Please note all makes vary so please try one on. Our aim is to provide you with quality goods and impeccable service. Please rest assured that we take you, the customer, very seriously. In the event of you being dissatisfied, we will try to offer a quick remedy to a problem.

I HEARBY STATE THAT ALL THE INFORMATION PROVIDED IS TRUE TO THE BEST OF MY KNOWLEDGE AND I ACCEPT THE TERMS AND CONDITIONS OF THE RETURNS POLICY. FULL RETURNS POLICY AVAILABLE AT WWW.ONYERBIKE.NET

SIGN PRINT NAME DATE

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