



## **plan2ride Returns Policy**

To protect you when buying, plan2ride Ltd operates a flexible returns policy and is happy to refund or exchange items that are damaged in transit, faulty or not what you ordered. However, products ordered in the wrong size or ordered incorrectly will incur a return postage charge, which the customer must arrange and be responsible for payment. Plan2ride Ltd will not held responsible for delivery charges for returning products. Please check sizes – especially on bikes – before ordering. Contact us on 02920 810868 for advice on sizing if you are in any doubt.

### **Before Returning Goods or Bikes**

Please email [info@plan2ride.co.uk](mailto:info@plan2ride.co.uk) or call us on 02920 810868 before returning any goods and complete a Returns Form. Returning your goods implies you have fully read this Returns Policy and accepted our Terms.

All goods must be returned in the same condition as they were sent, in original packaging and not used or fitted. We cannot accept responsibility for damage caused when packing goods or when in transit to be returned – please take care!

Particular care should be taken when packaging bicycles – by law the customer is responsible for returning goods in good order. You must make sure the bicycle is packaged correctly and in its original box and wrapping. Only then can we arrange any necessary refunds or exchanges.

**Please call us first** before returning a bicycle as we can advise on the best way to return!

### **Returns Requirements**

- Goods must be returned within 14 days of receiving the order.
- For a warranty claim the goods must be returned within the warranty period.
- Goods must be accompanied with a completed Returns Form.
- Goods must be in original packaging.
- Goods must be complete – even if broken.
- Goods must not be fitted or used.
- Goods must be clean.

### **Bikes ordered in the wrong size or incorrectly**

It is the customer's responsibility to return any goods to us in the condition in which they were sent.

### **Warranty**

Warranties cover manufacturing faults and defects – not damage caused by wear and tear, crashing or abuse. If the product you purchased has developed a fault not due to the above, please contact us first before returning as many problems can be solved without you incurring postage. Some products purchased from Plan2ride Ltd have a warranty from the manufacturer. Details of the warranty will be delivered with the product (if applicable) and is the responsibility of the customer to follow all guidelines (i.e. registering a product). Some manufacturers offer extended warranty.



**Postage Refund**

We only refund postage on goods deemed to be under warranty by the manufacturer or if we send out the wrong item. If you change your mind about a product after receiving it, we will be happy to exchange it but we don't consider it fair play to be expected to pay the collection or re-delivery charges and hence this is the customers responsibility.

**All returns to be made to the following address and must contain a RETURNS FORM:**

RETURNS

Plan2ride Ltd

Rear of 51a Merthyr Road

Tongwynlais

Cardiff

CF14 7LG