CYCLE SCIENCE RETURN REQUEST FORM



All return enquiries must be made directly to Cycle Science either by phone, email or in-person. Please contact Cycle Science BEFORE returning the goods by post.

Please if you can, bring the item you wish to return in to Cycle Science, Lower Hutt. OR Please print and complete this form and send it back with your return item(s) to: Cycle Science 127 Queens Drive Lower Hutt 5010 Order Number (eg: #3327): Item to Return: Reason for Return: □ I need a different size Not what I expected ☐ I was sent the wrong item ☐ The item doesn't fit me ☐ The item is not compatible with my existing products □ Other: Return and Refund Refunds will be made back to the original payment method used to make the initial purchase. Please Note: A restocking fee of up to 20% may apply (non-inclusive of shipping). □ Exchanges: If you would like to exchange your return item for another please give us the product name, size and colour for the item you would like to exchange to:

Please Note: A \$9.95 return delivery fee applies if you would like to exchange your item. This will be invoiced once the item is received instore and payable online.

PLEASE NOTE:

Please ensure you have read our **Full Returns Policy** (https://www.cyclescience.co.nz/pages/terms-conditions) before returning any goods to Cycle Science.

- Sale or discontinued products cannot be refunded/exchanged.
- Goods must be returned within 7 days of receipt.
- Goods must be in original, saleable condition, unworn, with tags and undamaged packaging.

This form only applies to parts and accessories purchased