



## Delivery Information:

### When will my assembled electric bike be delivered?

We are dispatching electric bikes within 4-10 working days of your order.

### How will my electric bike be delivered to me?

We supply all electric bikes fully assembled and built to order. They will arrive boxed and once removed from this transit box only the simple attachment of the pedals and the straightening of the handlebar will be required. Please carefully unpack your bike and keep the packaging and box in case you should need to return the bike.

For electric bike orders we will always email our customers with the expected date of despatch to ensure that the date of delivery will be suitable prior to despatch.

For orders with a value over £20, a signature will be required upon delivery; we cannot instruct our couriers to leave an item in a safe place or without signature.

### How will I know when to expect my item(s)?

Your email address is recorded during the ordering process and we will inform you when your item(s) are dispatched (Please note the above detail regarding built to order / assembled items). After we have dispatched you can expect delivery of your item within 1-2days (UK Mainland) and 2-3 Days (all other UK areas) although these time frames may be affected due to courier volumes caused by the impacts of COVID.

You will be informed of the delivery day well in advance. We will also let you know as soon as possible if a delay in the delivery of your item(s) is anticipated.