

PAGE	YOUR ORDER SUMMARY				
1/1	INVOICE DATE:		INVOICE NUMBER:		

QTY	STYLE NUMBER	DESCRIPTION	REPAIR   EXCHANGE   REFUND	REASON CODE	REASON FOR RETURN CODE
					1 - LOOKS DIFFERENT TO IMAGE ON SITE
					2 - ORDERED MORE THAN ONE SIZE
					3 - POOR QUALITY/FAULTY
					4 - DOESN'T FIT PROPERLY
					5 - DOESN'T SUIT ME
					6 - INCORRECT ITEM RECEIVED
					7 - PARCEL DAMAGED ON ARRIVAL

If you are not 100% satisfied with your online purchase you can return it for repair, exchange or refund, provided it is within 100 days of receipt of your order.

Please ensure you are familiar with our RETURNS POLICY online prior to making any return, as this can impact the manner in which your return is processed.

Please ensure you are familiar with our QUALITY GUARANTEE online prior to making any return based upon any product flaws.

#### HOW TO MAKE A RETURN

- Simply complete the information contained on this form and send it back to us along with enclosed invoice attached and with the item/s in their original condition. This means "as new" with all tags intact and where possible in the original packaging.
- Next to the product description listed above, select Repair, Exchange or Refund, as well as one of the reason codes against your return.
- Use the pre-printed label attached to this form and secure it to your parcel. Please note that this label is not postage paid.
- It is very important to enclose this form along with your invoice in your parcel to enable us to process your return within 24 hours of receipt.
- Depending upon your location, an exchange can take between 2-3 weeks to get back to you. However should you wish to expedite an exchange, we would recommend re-ordering your desired item online to enable us to process that immediately, whilst you return your item to us for a full refund.
- Please retain a proof of postage until we have confirmed your return has been processed.
- If you have any queries or comments please emails us at [cyclingnuts@apresvelo.com](mailto:cyclingnuts@apresvelo.com)



**Après Vélo**

**Returns Department**  
**APRÈS VÉLO HQ**  
PO Box 6184,  
Wetherill Park, NSW, 1851  
Australia

Affix  
Postage  
Here