

	Returns	Exchanges	Refunds	Warranty
In-Store Purchases	<ul style="list-style-type: none"> <li>A refund or replacement will be issued for faulty, damaged or incorrectly supplied items purchased <b>in-store</b>.</li> <li>Where we are out of stock of a replacement, we will endeavour to obtain from the relevant supplier, a replacement within a reasonable timeframe.</li> <li>Please phone ahead to ensure we have a replacement in stock.</li> </ul> <p><b>Our sales team are unable to assess any items over the phone or via email. All items must be physically returned either via email or in-person for assessment.</b></p>	<ul style="list-style-type: none"> <li>If you have purchased the wrong size or the wrong product, we are more than happy to exchange it for the correct size/item.</li> <li>Please phone ahead to ensure we have your desired replacement.</li> <li>We can also issue you with a credit note in the form of a voucher to use at a later stage if you choose.</li> </ul> <p><b>Clothing (including socks, gloves, warmers, etc), Shoes and Helmets:</b></p> <ul style="list-style-type: none"> <li>We only accept exchanges where the item is unworn and in its original conditions with tags.</li> </ul> <p><b>For hygiene reasons we will not accept returns/exchanges where the item has been worn.</b></p>	<p><b>No refunds will be given if:</b></p> <ul style="list-style-type: none"> <li>You have changed your mind;</li> <li>Found the item cheaper elsewhere;</li> <li>Decided that you did not like the purchase; or</li> <li>You had no use for the product.</li> </ul> <p><b>Refunds will only be issued in the event that the item:</b></p> <ul style="list-style-type: none"> <li>Is faulty or damaged;</li> <li>Is incorrectly supplied;</li> <li>Is significantly different from the description on the packaging; or</li> <li>It does not do what we claimed it could or what you asked for.</li> </ul> <p><b>Please ensure all clothing items (including shoes and helmets) are clean upon return – we will not accept soiled items.</b></p>	<p><b>Parts and Accessories:</b> In the case of parts and accessories (i.e. anything other than a bike) we will attempt to resolve the issue on the spot. If we cannot fix the problem – we will either replace the item (pending stock availability) <u>or</u> send it back to the supplier for repair or replacement. <u>This is dependent on the supplier’s warranty policies and procedures.</u></p> <p><b>Bikes:</b> <u>All</u> warranty claims concerning bikes (including frames) is ultimately at the discretion of the supplier. Bicycle Express strictly acts as an intermediary between the consumer and the manufacturer to facilitate the process and ensure a desirable outcome for the consumer.</p>
	<p><b>How to Return:</b> returns will need to be brought into 124 Halifax Street, Adelaide in-person.</p>	<p><b>How to Exchange:</b> exchanges will need to be brought into 124 Halifax Street, Adelaide in-person.</p>	<p><b>How to obtain a refund:</b> all approved refunds will be processed immediately. Please allow 2-3 days for the funds to become visible in your account.</p>	<p><b>If you suspect that an item you purchased from us has a warrantable issue – we strongly recommend that you visit us in store to discuss.</b></p>
Online Purchases	<ul style="list-style-type: none"> <li>A refund or replacement will be issued for faulty, damaged or incorrectly supplied items purchased <b>online</b>.</li> </ul> <p><b>Our sales team are unable to assess any items over the phone or via email. All items must be physically returned either via email or in-person for assessment.</b></p>	<ul style="list-style-type: none"> <li>If you have purchased the wrong size or the wrong product, we are more than happy to exchange it for the correct size/item.</li> </ul> <p><b>Clothing (including socks, gloves, warmers, etc), Shoes and Helmets:</b></p> <ul style="list-style-type: none"> <li>We only accept exchanges where the item is unworn and in its original conditions with tags.</li> </ul> <p><b>For hygiene reasons we will not accept returns/exchanges where the item has been worn.</b></p>	<p><b>No refunds will be given if:</b></p> <ul style="list-style-type: none"> <li>You have changed your mind;</li> <li>Found the item cheaper elsewhere;</li> <li>Decided that you did not like the purchase; or</li> <li>You had no use for the product.</li> </ul> <p><b>Refunds will only be issued in the event that the item:</b></p> <ul style="list-style-type: none"> <li>Is faulty or damaged;</li> <li>Is incorrectly supplied;</li> <li>Is significantly different from the description on the packaging; or</li> <li>It does not do what we claimed it could or what you asked for.</li> </ul> <p><b>Please ensure all clothing items (including shoes and helmets) are clean upon return – we will not accept soiled items.</b></p>	<p><b>Parts and Accessories:</b> In the case of parts and accessories (i.e. anything other than a bike) we will attempt to resolve the issue on the spot. If we cannot fix the problem – we will either replace the item (pending stock availability) <u>or</u> send it back to the supplier for repair or replacement. <u>This is dependent on the supplier’s warranty policies and procedures.</u></p> <p><b>Bikes:</b> <u>All</u> warranty claims concerning bikes (including frames) is ultimately at the discretion of the supplier. Bicycle Express strictly acts as an intermediary between the consumer and the manufacturer to facilitate the process and ensure a desirable outcome for the consumer.</p>

	<p><b>How to Return:</b> where the item is being returned because of fault, damage or incorrect supply, Bicycle Express will refund all postage costs associated with returning the item to us upon receiving a copy of the postage receipt.</p> <ul style="list-style-type: none"> <li>• <b>Return Address:</b> 124 Halifax Street, Adelaide SA 5000.</li> </ul>	<p><b>How to Exchange:</b> contact us on (08) 8232 7277 to ensure we have a suitable replacement for exchange.</p> <ul style="list-style-type: none"> <li>• The customer will be responsible for all postage costs for exchanges.</li> <li>• <b>Return Address:</b> 124 Halifax Street, Adelaide SA 5000.</li> </ul>	<p><b>How to obtain a refund:</b> all approved refunds will be processed immediately. Please allow 2-3 days for the funds to become visible in your account.</p>	<p><b>If you suspect that an item you purchased from us online has a warrantable issue – we recommend that you call us on (08) 8232 7277 and we will determine a plan of action.</b></p>
<p align="center"><b>PROOF OF PURCHASE MUST BE PROVIDED BY THE CONSUMER IN ALL CIRCUMSTANCES.</b>  <i>This policy is in accordance with Australian Competition and Consumer Law 2010.</i></p>				

*For any concerns or enquiries you may have about an item you have purchased, please don't hesitate to contact us on (08) 8232 7277 or email us at [enquiries@bicycleexpress.com.au](mailto:enquiries@bicycleexpress.com.au).*