



## WARRANTIES, REFUNDS & EXCHANGES FORM

Thank you for shopping at 99 Bikes. You are welcome to refund or exchange items purchased online using the form below providing you are within 30 days of receipt. To request for warranty service, please ensure your item is within the required warranty period and complete the form should you not wish to contact the manufacturer directly.

For warranties, refunds or exchanges please ensure you can provide your invoice/order confirmation. For refunds or exchanges, please ensure that your items are unused and in their original condition with original packaging.

To view our full returns policy please visit [99bikes.co.nz/sale-terms-and-conditions](http://99bikes.co.nz/sale-terms-and-conditions)

<b>Order Number:</b>	Date:	
<b>Customer Details:</b>		
Name:		
Address:		
City:	State:	
	Postcode:	
Email:	Phone:	

- Warranty (Ensure you have contacted us [help@99bikes.co.nz](mailto:help@99bikes.co.nz) to ensure we can provide product specific troubleshooting before sending the item back)
- Refund (Refunds can only be processed to the payment method used at time of purchase)
- Exchange (If you choose to exchange for an item of higher value payment will be required for the difference)

### Item/s Being Returned

Item Code	Item Name	Reason for Return (required)

### Item/s Being Requested

Item Code	Item Name	Reason for Return (required)

\*If the item you require is out of stock, a refund will be issued if a suitable alternative cannot be provided.

### Send your completed form and items to be refunded to:

99 Bikes Webstore  
81 Barrys Point Road, Takapuna, Auckland 6022

\*99 Bikes does not take any responsibility for returns lost in transit.