

Guidelines for Return Shipping - Your E Bike

If you are returning the bike for any reason, please ensure following points. Non adherence of them may cause unnecessary delays and incur additional charges.

1. The company takes full care about health and safety of its employees. Any item returned for any reason, **MUST BE** thoroughly cleaned before they are being collected. The Courier has the discretion **NOT** to collect a bike for this reason. In such case the failed shipping cost will be borne by the customer.
2. After receiving bike, if our team finds it the product unclean, they will wash the bike for hygiene purposes. Customer will be charged £40.00 in such case.
3. Pack the bike in the original box or follow specific instructions if given.
4. Please return both sets of keys with the bike.
5. Return all the accessories with the bike. However if some specific instructions are given then follow them.
6. Please ensure that all the items are either firmly tightened with the bike or securely packed in a separate box. No loose items shall be returned as they may be lost in shipping, resulting in unnecessary delays.
7. Write your order number, name and post code with reason for return on a paper and securely attached that with the bike.
8. A damaged item shall also be returned with all the spares and accessories.
9. Please note that securing the product for return shipping is the responsibility of customer.