Returns

Be careful when you return the goods!

If your Veloretti Electric has not convinced you after a few nice rides through the city, the forest or countryside, you can return it within 30 days. You don’t have to give us a reason for the return, as we would like to provide you with a fantastic experience! However, we would like to check the condition of the goods and to receive a full refund of the purchase price, you have to return the Veloretti Electric with all accessories, home for an amount of € 50. This will be deducted from the purchase amount.

- The bike must be in the original packaging.
- The bike must be returned one go at check-out.
- If your bike has not been used at all, you can return it within 30 days of receipt in the original packaging. We can collect the bike at your home for an amount of € 50. This will be deducted from the purchase price.
- If you don’t like your Electric, we can arrange a pick up for you. The costs are € 50,- and will be deducted from the purchase price.
- If it concerns manufacturing errors that cannot be solved, we will bear these costs. We always look for a suitable solution together with you!

Who pays for the cost of the return?

If your Veloretti Electric has not convinced you after a few nice rides through the city, the forest or countryside, you can return it within 30 days. That is why we also ask you to keep the box and packaging material for the first 30 days. It is important to take good care of your packaging material. You may need it in the future. If you need help or advice, please contact us.

Service and guarantee

Do you also need after-sales care?

Please contact us if you need help or advice. We will be happy to help you with your questions and/or return. We are here to help you!

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We are working hard to release a new accessory line especially for the Veloretti Electric! We expect to have the first products ready by late summer. But no worries! The bicycle is ready for use will be included in the box!

![Frame](frame.jpg)