RETURNING ITEMS

If you change your mind on your purchase, you have a full 90 days to return it for a refund. **All Goods must be unused, in a saleable condition and in their original packaging with all labels still attached, INCLUDING Warranty cards and instruction booklets.**

There are some exclusions to our 90 day returns policy, please refer to our website for details.

If you have a large item e.g. Bike, Child Seat, trailer or car racks, please contact our customer service team at Guy@fawkes-cycles.co.uk to arrange the best way to return your item, the cost will be deducted from your refund.

FAULTY ITEMS

If you feel that your purchase has developed a fault, then please contact us with photographs of the issue before returning any goods - we may be able to solve your problem without you incurring any further inconvenience. Contact details below.

PLEASE NOTE WE WILL NOT PROCESS DIRTY ITEMS.

For full details on our returns policy please visit our website https://fawkes-cycles.co.uk/delivery-returns-i5 **where you can also find a link to our Royal Mail 48h Tracked Returns service. Please note there will be a charge of £3.95 for using this service, which will be deducted from your refund.**

Please complete the returns form overleaf and include with your parcel and send to:-

Fawkes Cycles Ltd
Returns Department
2 Hill Street
Oldham
OL4 2AG

Please note:

- The item is your responsibility until it reaches us.
- The parcel can take up to 14 working days to be processed once received.
- Refunds for items bought as gifts can only be given to the original payer.

RETURNS FORM

Your Details:

Name:	
Address:	
Tel:	
Email:	
Web Order No:	
Items:	
Quantity Returning	
REASON FOR RETURN	
FAULTY/DAMAGED ON RECEIPT – Please describe fault below	
UNSUITABLE – please describe reason for return below	
Description:	

Many Thanks

Fawkes Cycles

T: 01616209970
Customer Service Email: Guy@Fawkes-Cycles.co.uk