

Terms of sales

Warranty Information

All bikes come with a manufacturer guarantee of at least 12 months

Refund Policy

In the event of an item being unwanted we will refund in full less any collection charges incurred and once the item is received back to us in good condition. We will require photographs of the item ready for collection for courier insurance purposes.

If an item is deemed faulty or arrives damaged, we will do our best to make it right but if the only resolution is to return the item then a full refund will be offered.

If an item could not be delivered due to the customer not being in to receive, we reserve the right to deduct any redelivery or return to sender fees from the refund.

Return Policy

What should I do if I need to return an unwanted item to you?

We feel that you should be totally satisfied with your purchase from E-Bikes Direct. If, however, you wish to return an item as unwanted then you can return it to us within 14 days of purchase. Please note that we require you to contact us by email and quote your order number and reasons for return prior to sending the item back. Please see below for important details on the condition of an unwanted item return.

When can I return an item?

If you want to return an unwanted item, the item must be unused, in its original condition and suitable for resale (the items must be in an "as new" condition and in the original packaging including labels, stickers, additional accessories etc.). If reasonable care has not been taken of the item prior to our receipt, resulting in damage or deterioration of the goods or packaging then a charge will be applied for the reduction in value. The item must be accompanied by the invoice with details of the reason for return stated. You are responsible for the item until it reaches us; we, therefore, suggest that you use a secure method of delivery e.g. signed delivery. The customer is responsible for any delivery charges incurred for the return of an unwanted item. Remember, all packaging must be undamaged so please do not tape up packaging or write on it as this will make it unacceptable, this particularly applies to any boxed item, the box must not be used as external packaging!

In the unlikely event that an item is faulty then you may return it for repair within the period of warranty. Faults arising from poor/improper use are excluded from this returns policy. If a returned item is found not to have any manufacturing faults after testing then it will be the customer's responsibility to pay the return delivery cost or the cost of return if we have arranged for a courier to collect, this will be deducted from any refund. Any product found to be faulty within the first 30 days of purchase will be exchanged for the same product, or spare component parts will be supplied, but these items cannot be refunded.

Should in the unlikely event that we send a wrong item to you then we will at our expense, either arrange a courier collection or supply a pre paid postage label to you to enable you to return the incorrect item to us. Once we have received the item back we will issue you a replacement item. Should you need an expedited service we can issue a charged replacement item and credit you once we have received the wrong item back. Just get in contact with us and we can discuss these options with you.

Damaged in transit

Please check your purchase upon arrival. If you notice any damage to the packaging please sign for it as damaged and notify us within 48 hours if there is an issue with the item. At our expense, we will either arrange a courier collection or supply a pre paid postage label to you to enable you to return the damaged item to us. Once we have received the item back we will issue you a replacement item. Should you need an expedited service we can issue a charged replacement item and credit you once we have received the damaged item back. Just get in contact with us and we can discuss these options with you. We can also supply replacement parts to you in certain circumstances.

Courier Collections / Boxed Bikes

Courier collections can be arranged for you and are charged at £24.99 for parts or flat pack bikes and £44.99 for fully assembled electric bikes, however faulty/damaged return collections will be free of charge. Missed collection are charged at £15 so please ensure you are available on the day that the collection is booked for. You will need to package the bike as it

was received in the original box, we can provide a new box and packaging materials at a cost of £17, payable in advance.

Return Postage costs

We are not able to refund the cost of postage (both the original delivery charge and return postage) unless the item is faulty in the first 30 days. If you would like to request reimbursement for postage applied to any incorrectly advertised, damaged or faulty items then just get in touch with us via email. For Faulty Items we will either arrange for a courier to collect the item from you at our cost or provide you a prepaid returns label.

When will I receive a refund?

The customer can expect to receive the refund of the cost for the item within two weeks of us receiving the item (assuming satisfaction with the condition of the product).

Return Fees

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Carriers Delivery Time

When will my assembled electric bike be delivered?

We are dispatching electric bikes within 2-5 working days of your order and will contact you to arrange a specific date that suits you.

How will my electric bike be delivered to me?

We supply all electric bikes fully assembled and built to order. They will arrive boxed and once removed from this transit box only the simple attachment of the pedals and the straightening of the handlebar will be required. Please carefully unpack your bike and keep the packaging and box incase you should need to return the bike.

For electric bike orders we will always email our customers with the expected date of despatch to ensure that the date of delivery will be suitable prior to despatch.

For orders with a value over £20, a signature will be required upon delivery; we cannot instruct our couriers to leave an item in a safe place or without signature.

How will I know when to expect my item(s)?

Your email address is recorded during the ordering process and we will inform you when your item(s) are dispatched (Please note the above detail regarding built to order / assembled items). After we have dispatched you can expect delivery of your item within 1-2days (UK Mainland) and 2-3 Days (all other UK areas) although these time frames may be affected due to courier volumes during this time (COVID-19).

If your order is for an electric bike you will be informed of the delivery day well in advance. We will also let you know as soon as possible if a delay in the delivery of your item(s) is anticipated.

Returns Period

30_Days