

Terms of sales

Warranty Information

PENDLE BIKE RACKS LIFETIME GUARANTEE Pendle Bike Racks Lifetime Guarantee

At Pendle Bike Racks we take pride in the bike racks that we produce and sell to you. We believe that our bike racks are of the highest quality and as such we offer a lifetime guarantee on them to the original owner.

The Pendle Bike Racks Lifetime Guarantee will cover all defects in the materials or workmanship used in the production of our bike racks. This means that if you buy a Pendle Bike Rack from us, we will replace it, free of charge if there is a manufacturing defect, for the entire time that you own the bike rack.

What you must do on purchase

You must retain dated proof of purchase in case of a future claim. If you bought your product from one of our stockists, please provide dated proof of purchase with your claim.

What we will do

In the event that there is a defect (subject to the limitations and exclusions detailed below), Pendle Bike Racks reserves the right, at its sole option, to:

Repair the product;
Replace the product if the damage or defect cannot be repaired; or
Offer a similar product of comparable value, or refund the price paid, if we cannot replace it with the same model.

What we do not cover

The Pendle Bike Racks Lifetime Guarantee, does not cover defects that have arisen due to:

Normal wear and tear. This means that your warranty won't apply where the product has simply worn out or failed through general use.

Abuse and cosmetic damage.

Defects that have arisen due to factors outside of Pendle Bike Racks control. These include, but are not limited to:

Misuse;

Overloading;

failure to assemble or mount the product correctly in accordance with Pendle Bike Racks written instructions, guidelines and safety text;

failure to maintain and care for the product correctly;

damage caused by accident

use of the product for abnormal activities or for purposes other than what it is designed for.

The Pendle Bike Lifetime Guarantee will also be void if the product is modified or altered in any way.

Except as provided in this Guarantee, Pendle Bike Racks and its employees and agents, shall not be liable for any loss or damage whatsoever (including incidental and consequential loss or damage) caused by negligence or default.

What to do if you need to claim

If you ordered directly from Pendle Bike Racks and find yourself needing to bring a claim, then you will need to:

contact us at warranty@pbr.co.uk providing information about the failure;

clean the bike rack and make it available for collection;

If you bought your product from one of our stockists, please contact them in the first instance to discuss your issue as the guarantee remains with them as the original owner.

You must not try and repair the damage in any way as this may affect the validity of the Guarantee

If you are not the original owner of the product, then you will not be able to bring a claim under the Pendle Bike Racks Lifetime Guarantee.

This guarantee applies to purchases completed from 1 January 2021 onwards and cannot be applied to purchases made before this date.

Refund Policy

ONLINE SALES

You have the right to cancel your contract within 14 days of receipt of the goods.

The easiest way to do this is to return the goods to us in accordance with the below instructions.

If you are unable to return the goods to us before the 14 day period has expired you need to notify us of your intention to cancel, always within the 14 day period.

To do so, simply email help@pbr.co.uk or write to us at Pendle Bike Racks, Pendle Industrial Estate, Southfield Street, Nelson, Lancashire, BB9 0LD.

You must return the goods to us in their original condition within 14 days of the date on which you informed us that you wished to cancel (or, if you have not told us that you wish to cancel, within 14 days of receipt of the goods). We will then refund your purchase within 14 days of receiving the returned goods or proof that the order has been returned, whichever is earlier.

Any items returned to us must be in their original condition - if they're not, we may be unable to accept them.

We may make a deduction from the refund for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

You'll need to pay the return postage and for safety, we would recommend you use a recorded delivery service and keep the proof of postage.

If we have to pay additional postage charges on your package, we may deduct the amount of such charges from any refund we send to you.

Your parcel is your responsibility until it reaches us. We cannot accept liability for goods that get lost or damaged in transit back to us.

If you need some help or have any questions please contact us and we will be more than happy to help.

As long as any goods you send back to us are in their original condition, we will refund your purchase within 14 days of receiving your package or proof that the order has been returned.

If you are a customer in the EU, we will also refund the cost of standard delivery.

LEGAL RIGHTS

Under the applicable EU legislation (including, but not limited to, Directive 2011/83/EU, as implemented in the national laws of EU Member States), you have 14 days (from the date on which you receive your order) to let us know that you wish to cancel your purchase. In this case, we will provide a full refund of the goods including any relevant shipping charges in accordance with this Returns Policy.

Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

Problems with your order

We have a legal duty to ensure that we deliver products that conform to your contract. If you have any issues with your order, the first thing to do is contact us on:

Email us: help@pbr.co.uk

Call us: +44 (0) 3330 155 575

Write to us: Pendle Bike Racks, Pendle Industrial Estate, Southfield Street, Nelson, Lancashire, BB9 0LD.

If you include your Pendle Bike Rack order number with your correspondence, it will allow us to match the return with the original order.

Please be sure to clearly explain the problem with the item(s) being returned. If your order was incorrectly packed or an item was faulty and you want a replacement, we'll simply send you the correct item(s) or a new version of what you ordered.

We'll also refund your original delivery charge and any costs you incur returning the item(s).

We obviously won't charge you for the delivery of the correct item(s) either.

Important Note

Any items returned to us must be in their original condition - if they're not, we may be unable to accept them.

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This does not affect your legal rights.

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Returns Period

30_Days