

# Terms of sales

## Warranty Information

We offer 12 months warranty on all items, subject to fair use and acceptable wear and tear. Warranty does not include consumable parts where applicable : Tyres / Wheels Inner Tubes Brake Pads Chains Batteries If you have a query regarding any aspect of our warranty or need support for any of our products, please contact us. This does not effect your statutory rights.

## Refund Policy

We aim to refund you within 14 days of receiving the goods, or notice of cancelling, or from receipt of evidence that the goods are on their way to us.

## Return Policy

If you have received a faulty item, please contact us within 30 days so that we can provide you with a refund. We will just need your order reference number and a description of the fault so that we can investigate and make sure that other customers haven't been affected. Remember, we don't cover faults that happen because of misuse, accident, neglect or normal wear and tear. If you contact us outside our 30 day returns period, but within twelve months of receiving the goods and depending on the nature of the fault, we may offer either a repair or replacement. If you have received faulty goods, we will need them to be returned. If you change your mind For most goods bought online you have a legal right to change your mind within 14 days and receive a refund under the Consumer Contracts Regulations 2013 If you change your mind, we are happy to give you a refund or exchange if you contact us within 14 days of receiving the goods. You will need to tell us that you have changed your mind within the refund period. You can do this by contacting us. Please provide your name, home address, details of the order and, where available, your phone number and email address. You will be able to request a refund if you have opened the goods to inspect them, but not if you have already used them. If we notice that the goods have been used, or handled in a way that would not be permitted in a shop, we may have to deduct any loss in value from your refund. Please make sure you return the goods in its original, undamaged packaging, along with any accessories. In order to return goods to us you will need a returns reference and a returns label. We will provide these to you once the return has been authorised. Please contact us so that we can arrange collection.

## Return Fees

We will pay the costs of return if: (a)if the goods are faulty or mis-described; or (b)if you are ending the contract because we have told you about an upcoming change to the goods or these terms; an error in pricing or description; a delay in delivery due to events outside our control; or because you have a legal right to do so as a result of something we have done wrong. We will refund you the price you paid for the goods, plus any costs paid by you for delivery of the goods to you by the method you used for payment. We aim to refund you within 14 days of receiving the goods, or from receipt of evidence that the goods are on their way to us. The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a goods within 3-5 days at one cost but you choose to have the goods delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

## Carriers Delivery Time

We typically offer free delivery to UK mainland, excluding Highlands, Islands and Northern Ireland. Your shipping fees are calculated at checkout along with delivery location eligibility. Deliveries are made via courier and full tracking will be provided.

## Returns Period

30\_Days