



# RETURNS FORM

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## CUSTOMER DETAILS

Order No. ....  
Given Name ..... Surname .....  
Address .....  
City/Suburb ..... State ..... Postcode .....  
Email Address ..... Phone No .....

## PRODUCT(S) BEING RETURNED:

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## REASON FOR RETURN:

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## Please return to:

BIKEBUG  
PO BOX 1104  
OXLEY, QLD, 4075, AUSTRALIA

PLEASE CONTINUE TO THE **TERMS AND CONDITIONS** ON THE FOLLOWING PAGE.

## **RETURNS**

If an item is deemed unsuitable for its intended use for any reason as covered by Australian Consumer Law, please contact us via email as soon as practically possible to see if we can organise an alternative arrangement before the returns process takes place.

For product exchanges where an item is the incorrect size, place a new order for the correct item and return the old item for a refund.

A return must be accompanied by a completed Returns Form. Your return must be received with all original packaging intact and must be fit for resale. We understand that shoes and clothing may need to be fitted, however goods must be returned in an unused condition and with all tags and packaging intact. Scuff marks etc, may result in the return not being processed.

In order for us to process your refund, all returns must be returned to the original place of purchase. Eg; if you purchased your product online you must return it to our warehouse, if you purchased your product in-store, you must return it to that store. All returns (shop or web) need to be accompanied by a Returns Form.

You have 30 days from the date that the goods are delivered in which to make the return.

Once a return has been approved, it will be processed within 2 business days of receiving the return at our warehouse. You will receive a refund via your original payment method.

In the event your return is not accepted, we will notify you. At which point, you will have the option of shipment for a stated fee. All item/s will be held for a period of 90 days. Once this period has elapsed, the goods will be donated to charity.

We reserve the right to reject any return if we believe that our returns process is being abused or for unreasonable repetitious returns.

We strongly suggest using a parcel service that is trackable and requires a signature on delivery. Bikebug will not be held liable for any goods lost in transit.

## **TRADE CUSTOMERS**

**WE DO NOT ACCEPT ANY RETURNS FROM TRADE CUSTOMERS**

Signature: \_\_\_\_\_