

CHEVIN CYCLES - UK RETURNS FORM

Need to return or exchange something?

Items can be returned in their original condition within 30 days of receiving your original order



NAME	WEB ORDER NUMBER

QTY	SKU/PART NUMBER	DESCRIPTION	REFUND	REASON CODE	EXCHANGE	NEW SIZE	NEW COLOUR
			✓		✓		
			✓		✓		
			✓		✓		
			✓		✓		
			✓		✓		
			✓		✓		
			✓		✓		
			✓		✓		
			✓		✓		

REASON FOR REFUND	Please provide a brief explanation of the fault or email support@chevincycles.com
1. Ordered more than one size	
2. Late Delivery	
3. Incorrect item received	
4. Parcel damaged on arrival	
5. Poor quality	
6. Does not fit properly	
7. Unwanted / changed mind	
8. Faulty	

HOW TO MAKE A RETURN

To help us process your return request in a timely manner please complete the following return form for the items you wish to return.

You can find your order number including the item SKU/Part Numbers in your order confirmation email or on the dispatch note.

If you would like to return an item for a refund, please tick the refund box and include the appropriate reason code. If you would like to exchange an item for a different size or colour, please tick the exchange box and provide the size and colour you would like.

We are unable to process exchanges for completely different items, if you would like to do this, please request a refund, and place a new order via our website.

All items must be returned unused and in a saleable condition with all tags and original packaging intact. You can find details of our full returns policy here: <https://www.chevincycles.com/returns>

RETURN AN ITEM BY POST

- You can return your item(s) via post.
- Please include the completed return form along with the item(s) you wish to return to Chevin Cycles Limited, The Showrooms, Leeds Road, Otley, LS21 1BR.
- Please ensure that you send the package via a suitable recorded service and retain proof postage until we acknowledge receipt.
- Refunds and exchanges will be processed within 7 working days, and you will receive an email notification once this has been completed.

RETURN AN ITEM IN-STORE

- You can return an item(s) for free by visiting any of our stores
- Please bring the completed returns form along with the item(s) for processing.
- Our stores can process exchanges; however, all refunds will be processed by our web team within 3 working days of the return. Refunds will be processed via the original payment method. Please note if your payment was made by credit/debit card it may take up to 5 working days for a credit to show on your account.