

FAWKES

EST. 2009



RETURNS POLICY

If you are not completely satisfied with your purchase, simply return the item or items to us in their original condition* within 14 days of receipt.

Please complete the Fawkes Cycles Returns Form and send both the invoice and parcel to:

Fawkes Cycles Limited
Returns Department
2 Hill Street
Oldham
OL4 2AG

T: 0845 108 0 208

E: customerservices@fawkes-cycles.co.uk

www.fawkes-cycles.co.uk

We will issue a refund on receipt, or exchange the item for a different size / colour if preferred. However delivery charges are only refundable if you have cancelled your entire order within the 7 day Cooling-Off Period or where the goods are faulty and a refund is made.

Please Note :

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility.
- The parcel can take up to 7 working days to be processed once received.
- Refunds for items bought as gifts can only be given to the original payer, and that if you decide to swap an item we can't stop the payer knowing.

This returns policy does not affect your statutory rights. If Free Shipping, Discount or a voucher offer was applied to your original order, the amount refunded will be adjusted to allow for the revised order value and appropriate discount level

YOUR DETAILS

NAME

ADDRESS

TEL. NUMBER

EMAIL

ORDER DETAILS

ORDER NUMBER

DATE OF PURCHASE

ITEM(S) DESCRIPTION

COLOUR

SIZE

QUANTITY

FAWKES

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RETURNS FORM

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Please Note :

Customers outside the UK must contact Fawkes Cycles prior to returning goods to acquire an exact, revised delivery cost.

* Original Condition (Definition) (See Page 1)

When trying on items of clothing, please ensure that you are not wearing perfume / aftershave or a deodorant which may leave a scent or marks on the item.

The item(s) must be returned in its original packaging with any enclosed documentation.

We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.

REASON FOR RETURN

FAULTY / DAMAGED ON RECEIPT
Please describe fault below.

UNSUITABLE
Please describe reason for return below.

DESCRIPTION

REQUIRED ACTION

REFUND, PLEASE!

EXCHANGE, PLEASE!
I understand the first exchange will be sent out FOC, any subsequent exchanges will carry a £4 charge.

IF 'EXCHANGE', EXCHANGE FOR WHAT?

Please describe including Colour, Size and Quantity (if applicable)

SIGNATURE

Please Sign this return form.