Returns Form

Please complete this form and enclose it with your return.

Return instructions

Post your return to: On Yer Bike Cycles, Queen Street, Burnley, BB11 1AT.

Returning a bike? Email web@onyerbike.com to arrange a collection.

This form is optional. You can exercise your statutory right to cancel by any clear statement; you do not need our permission or a return reference to cancel.

Your details

Full name: _____

Order number: _____

Date of return: _____

Reason for return

Please tick all that apply.

☐ I no longer want the item

☐ I need a different size

☐ I received a damaged item

☐ I received an incorrect item

☐ I think the item is faulty or would like a warranty assessment

Items being returned

Please include the item name, size or colour and quantity for each item.

_____

_____

Fault or return details

Where is the fault and what happens? When did it start? For an incorrect item, tell us what you ordered and what arrived. Please email photos to web@onyerbike.com where helpful.

_____

_____

Preferred outcome: ☐ Refund ☐ Exchange ☐ Repair ☐ Please contact me

Exchange item and size, if requested: _____

We will confirm the appropriate resolution and any exchange availability.

Return acknowledgement

☐ For a voluntary change-of-mind return outside my statutory cancellation rights, I accept the 10% restocking fee. This fee does not apply to statutory cancellations or returns for faulty, damaged or incorrect goods.

☐ I have packed the item securely and included the relevant parts and accessories, unless otherwise agreed.

Name: _____ Date: _____

These acknowledgements do not waive or restrict your statutory rights. Our voluntary 30-day online returns policy covers eligible items returned unused, in their original condition and, where applicable, original packaging. Change-of-mind return postage is payable by you. Pack items securely, protect retail packaging with an outer wrapper and retain proof of postage. Please return used items clean and dry where reasonably possible. Full terms: www.onyerbike.com/pages/termsandconditions/. Your statutory rights are unaffected.