

Boardman Elite Returns policy:

I've changed my mind:

The unwanted item must be returned by post or courier. To arrange this service: **Phone: 01527 505 616 or Email: contact@boardmanbikes.com.**

The items must be unused and in its original packaging along with the original packing note and proof of purchase. Please ensure returns are securely packaged as we will not be held responsible for any damage during posting. You will be responsible for the costs of postage. Please keep your proof of postage until we have confirmed your refund has been processed.

My Order is Faulty

Current UK consumer protection legislation states that items must be as described fit for purpose and of satisfactory quality. If your order is found to be faulty within 30 days from the date that you received it, then you are entitled to request a full refund of the faulty product. Should a fault occur after the initial 30 days, we are entitled to repair and/or replace that item. If it cannot be repaired or replaced, then you may be entitled to a refund. You should seek legal advice about your statutory rights.

How to Return a Faulty Order

The faulty item must be returned by post or courier. To arrange this service: **Phone: 01527 505 616 or Email: contact@boardmanbikes.com.**

Where possible please try and use the original packaging when sending your items back and ensure it is securely packaged as we will not be held responsible for any damage during posting. We recommend using a trackable service and obtaining proof of postage. Please keep your proof of postage until we have confirmed your refund has been processed. We will provide you with a refund within 14 days of receiving the goods back at our warehouse.