

cycle republic

CUSTOMER NAME

ORDER DATE

ORDER NUMBER

ITEM CODE

DESCRIPTION

QUANTITY

RETURN QTY

REASON CODE

REASON FOR REFUND

Please select the reason for returning your item/s from the reason codes below and enter it in the relevant 'reason code' box, returning the completed document inside your parcel.

- a Damaged Packaging/ Product
- b Doesn't Fit Properly
- c Faulty Product
- d Late Delivery
- e Missing Parts
- f No Longer Needed / Wanted
- g Not As Described In Product Information
- h Ordered More Than One Size
- i Quality Not As Expected
- k Incorrect Item Sent
- l Other

*Other

Thank you for shopping with cyclerepublic.com

We're confident that you'll love our products. However, if you need to return anything for any reason, please take a look at the table below and fill in the details in the form above.

Need help with your purchase?

Have you got a question about something you've bought? Speak to the experts at your local store for some help and advice. You can find their contact details on www.cyclerepublic.com

Free and easy returns

If you decide that you don't want an item you've bought from us, you can return it within 28 days of delivery as long as it's unused and in the original packaging. This does not affect your statutory rights. For full details on our returns policy, head to www.cyclerepublic.com

Get in touch

You can speak to our Customer Services team by filling out an online form at www.cyclerepublic.com or by calling us on 01527 505 618.

PO NUMBER - INTERNAL USE ONLY

Registered Office - Icknield Street Drive, Washford West, Redditch, Worcestershire, B98 0DE

Registered in England & Wales (Company Number 103161)

join us



THIS IS YOUR RETURNS LABEL

ORDER TYPE	RETURNS METHOD	TYPE OF ITEM	COST	EXTRA INFORMATION	REFUND/EXCHANGE OPTIONS
Order & Collect Instore	In-store	All	Free	Don't forget to bring your proof of purchase, this form and the credit/debit card used to purchase	Refund or exchange
Home Delivery or DPD Collection Point	In-store	All	Free	Don't forget to bring your proof of purchase, this form and the credit/debit card used to purchase	Refund or exchange
	DPD return point*	Small parcels (sent by DPD)	Free	Use the DPD returns label included in your parcel	Refund only
	By courier	Large items (e.g. bikes, work stands, wheels)	Charges apply	Please get in touch with our Customer Services team using the information opposite if you'd like to choose this option	Refund only
	By post*	All	Postage at customer's own expense (non-refundable*)		Refund only

If you are returning a faulty item, you will be refunded the cost of postage. Please contact customer services or go to your local store for faulty item returns by post.

* Not available for orders purchased through cycle to work. Please see our FAQs online or contact Customer Services for return information.

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 Icknield Street Drive
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