



GOODS RETURN FORM

Order No:		Date:	
Full Name:		Telephone:	
Address:		Email:	
Postcode:			

No	Item Code	Item Name	Price	Refund	Exchange	Reason Return Goods (*)

(*) 1 – No longer required / 2 – Received Damaged / 3 – Incorrect item dispatched / 4 – Faulty item / 5 – Other (Please state)

Please return your item(s) within 14 working days of delivery, by following these simple steps.

1. List the items from your order you wish to return, and tick to indicate if you would like a refund or an exchange. If you require an exchange, a member of our sales team will contact you
2. Select one of the ‘reason for return’ codes
3. Enclose this form with the item(s) you wish to return, if you don’t include this completed returns form, there will be a delay in processing your refund.
4. Bring it into our shop, or post it to our returns address. If posting, please ensure that you arrange appropriate insurance cover, and that you obtain a proof of postage receipt. TY Cycles Limited will not accept any responsibility for the loss or damage of goods during transit.
5. Once we receive your items, we can process your refund or exchange.
6. Refunds will be processed within 48 hours of receiving the goods, providing they are undamaged and in saleable condition.

We will refund the cost of postage if the reason for return was our fault. Otherwise you will need to pay for postage, unless previously agreed with TY Cycles Limited.

Please allow up to 14 working days for any refund to appear in your account.

Return Address
TY Cycles Limited Units 39 & 40 The Spinney Elmsfield Industrial Estate Chipping Norton Oxfordshire OX7 5XL