

CUSTOMER RETURNS FORM

If you need to return any item for exchange, refund or warranty please fill in this form to help deal with your parcel quickly and efficiently. Please **include a copy of your receipt** and **return to the address on the right:**

MERLINCYCLES.COM

Merlin Cycles Ltd
A1 & A2 Buckshaw Link
Ordnance Road
Buckshaw Village
Chorley
Lancashire, PR7 7EL
Tel: 01772 432431
Email: returns@merlincycles.co.uk

Name

Address

Daytime contact number

Email address

Note: If the above info is correct on your receipt you do not need to fill out the above, just staple this form to it.

Items returned

Reason for return
(Please state if you require a replacement part of a different size or model or if it is for a refund.)

If the item is being returned for warranty work please explain the exact problem.

Date of purchase

Web Order Number

Thank you

We will deal with your return within 3 days of receipt. Please allow for the delivery time for the goods to reach our premises.

Replacements: We aim to despatch any exchange goods within 5 days of receipt

Refunds: Please allow 10 working days for refunds to appear in your account

Warranty Items: Please allow extra time for the goods to be inspected, this may involve sending the item to the manufacturers/suppliers for their opinion and for the product to be repaired if required.

In all instances we aim to deal with every return as quickly as possible and will email you on receipt and progress of your return

Non UK Customers: If returning goods from outside the EU please mark the package "**Returned Goods - Failed Sale**" Failure to do so may result in the parcel being returned