

RETURNS NOTE

Owing to items being returned without any form of note, explanation or invoice we have now decided to review our returns policy

With the exception of items which have been fitted and been found to be faulty and goods returned for refund or exchange need to be in the **SAME CONDITION AS SENT** and in the **ORIGINAL PACKAGING**

We must be notified before any returns are made by email or phone and we must have given authorisation for you to do so.

For returns sent from outside the EU you will need to fill in a customs form stating that the item is a returned faulty/incorrect item. Failure to state this will result in an import duty being deducted from your refund.

All returns MUST be accompanied with a returns note or the information requested in this note. You must also inform us how you want to proceed, ie refund or replacement. If a refund is requested you will need to call with your card details.

Failure to follow this procedure will result in a lengthy delay.

Account #	1. Please report any damage/discrepancies immediately by phone or email. Some fitting problems can be easily resolved.
Name	2. Incorrectly ordered parts will be subject to a 15% restocking charge
Date of Purchase	3. Returns for items received more than 7 working days ago will not be accepted.
Tel	

Part#	Qty	Inv #	Inv Date	Reason for Return

Continue overleaf if needed..
Returns Address for Royal Mail: Burton Bike Bits Returns, PO Box 7691, Ashby de la Zouch, LE65 2YZ, UK
(For parcel returns please request a physical address)