

BICYCLE REFUND POLICY

Our Refund Policy is built to meet the Standards of Australian Competition & Consumer Commission.

Am I entitled to a Full Refund?

You are entitled to your choice of Refund, Replacement (if available) or a Similarly Valued product if:

- *There is a major problem with the product you have received*
- *Major failures cannot be fixed or are too difficult to fix*

Am I entitled to a Repair, Exchange or Credit?

If you have a minor problem with the goods then you may be entitled to our choice of repair, exchange or credit depending on the circumstances. You are eligible if:

- *The item is faulty*
- *The item that arrived to you is damaged or not up to a reasonable expectation*
- *The incorrect item was sent to you*
- *Your item was damaged in transportation*

You will NOT be entitled to Refund, Repair, Exchange or Credit if:

- *Simply change your mind or decide you do not like your purchase*
- *Damage or use goods in an unreasonable or unintended manner*
- *Discover you can buy the goods more cheaply elsewhere*
- *Had a defect drawn to your attention before buying (such as goods labelled as seconds with their faults clearly marked).*
- *Did not rely upon, or unreasonably relied upon, the seller's skill or judgment when choosing a product.*
- *You do not have proof of purchase. *** Please keep your receipt as Proof of Purchase ****

Change of Mind:

- A 15% restocking fee applies if you change your mind and return your purchase.

Lay-by terms & conditions

3 Month Repayment Period, starting at the deposit date.

- *Minimum Deposit - 20% of the Total Price.*
- *An extension can be arranged under certain conditions.*
- *If payment has not been received within this period, deposit will be forfeited.*
- *Cancelling a Lay-by will incur a termination charge. This charge is your initial 20% Deposit.*