



Returns Claim Form

For Office Use Only:

Date Received:

Staff Initial:

Returns Address: Plugin Bikes, Unit 1A, 20 Devonshire Road, Leicester, LE4 0BF

Returning Your Order

When returning an item from Plugin Bikes, please ensure you are familiar with our returns policy. This form will cover some brief points, but the full policy can be found at <https://www.pluginbikes.co.uk/returns-policy/>.

We recommend that any return made is sent back via recorded, special or any other similar service, as these are typically more reliable. When packaging your return, ensure that everything is sent as securely as possible; we accept no responsibility for any damages or items lost in transit. We also require that items are returns to us in their original packaging.

Non-Returnable Items

Regrettably, any bike that has suffered physical damage will not be accepted for returns or exchanges. Equally, any bike that has visible signs of usage will also not be accepted for returns. We cannot offer refunds on bikes after 14 days of the original purchase date.

Refunds

Any refunds that need to be made will be done so against the original payment method, and typically takes 3-5 working days to reach your account. Once the refund has been made you will receive a notification e-mail confirming the refund. If we encounter any problems in making the refund then we shall contact you accordingly.

Faulty Items

If you happen to have an item that becomes faulty within its warranty period, then you are covered with either free replacements or we will repair the returned item. When you return your item, we request that you provide a description of what happened with as much detail as possible.

Any item that is returned to us as faulty is subject to an inspection and thorough testing. Once complete we will decide whether the best course of action is to replace or repair the item.

Your Order Details

Order Number:

Full Name:

Post Code:

Contact Number:

Products Returned:

Code	Reason for Return	Exchange	Refund

Exchange For:

Code	Description

Exchange Information

If you request for your item to be exchanged, we will aim for it to be processed within 3 working days. Any replacements will be sent on a 24 hour service with FedEx.