

Warranty Claim Form

1. Your details

Name:
Order Ref:
Tel: Best time to call 9am-5pm (Mon-Fri)
Address:
City:
Postcode:
Email Address:

Before returning your warranty item please email our warranty team so they can advise you on the next steps to take.

Unless otherwise stated your item will be delivered to the address from your original order.

International post should be marked - "Returned Goods - Failed Sale" to prevent you paying undue customs charges.

Warranty policy details are available on;
www.chainreactioncycles.com

To enable us to process your claim we need to know where you made your purchase:

CRC Website

In Store

Store Name:

2. Brief History

Stock ID	Make	Model	Serial Number

Details: (please be specific)

3. Preferred Repair Action

In the event that this item is deemed repairable, please detail below your preferred resolution:

4. Preferred Warranty Action

In the event that this item is deemed warrantable and a repair is not possible, please indicate which option would best suit your needs:

a) Exchange for the same (b) Refund in CRC Voucher form (c) Monetary Refund
(only available within 30 days of purchase)

5. Warranty Process

We will send a confirmation email when we have received your item at our warehouse. You will then receive a follow up email when we have assessed your warranty claim, advising you of the next steps.

Email: warranty@chainreactioncycles.com. Warranty Team, Citadel Logistics Centre, Black Country New Road, Bilston WV14 7BR