

Returning an Item

If you're not completely satisfied with an item and it is unused and unfitted you can return it to us within 12 months of purchase for a full refund. Returning a bike or similar bulky item? Please contact us and we'll make it easy for you to return it to us.

If your item has been used and developed a fault please read online about starting a warranty claim:

www.chainreactioncycles.com/customer-service/warranty-claims

Full Name	CR Ref/Order No.	Email Address

How to return:

There's no need to contact our customer service team when returning goods – just follow the instructions below:
Please complete the form(s) below to return goods.



Return Codes:

- | | |
|---------------------------------|---------------------------------|
| 1) Don't know | 7) General quality |
| 2) General Fit | 8) Arrived broken |
| 3) Wrong product ordered | 9) Damaged in transit |
| 4) Multiple sizes ordered | 10) Not as described on website |
| 5) Better price found elsewhere | 11) Wrong item sent |
| 6) Order expectation not met | 12) Parts missing from product |

Returned Item - to be filled in for every item

Product ID	Description	Qty	Return Code



Put your items back in the original manufacturer's branded packaging and place this completed returns form and item(s) in the parcel for return.

*Customers from outside the European Union should mark the outside of the package with 'RETURNED GOODS FAILED SALE'.



Please check our website for our latest returns information, please always retain proof of postage when returning your parcel

www.chainreactioncycles.com/customer-service/returning-an-item