

Name and surname: \_\_\_\_\_ Email: \_\_\_\_\_

Order number: \_\_\_\_\_

 **CANCELLATION / RETURN:**

Item code

Quantity

Brand and model (Size, color, version)

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

 **WARRANTY CLAIM:**

Item code

Quantity

Brand and model (Size, color, version ...)

_____	_____	_____
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Description of the damage

\_\_\_\_\_

\_\_\_\_\_

## NEED TO RETURN SOMETHING?

Please fill out this form carefully. Providing this information is voluntary. Incomplete details won't affect your customer rights, but may delay the processing of your return.

### 1. PACK IT WELL:

Take your time and pack everything carefully. Remove old labels and barcodes from the shipping box.

### 2. FILL OUT THE RETURN FORM AND PLACE IT IN THE SHIPPING BOX:

The product was delivered by a forwarding agency?  
Please contact our customer service.

### 3. ATTACH THE RETURN LABEL TO THE PARCEL:

Didn't get a return label? No problem – just head to [www.bike24.com/returns.html](http://www.bike24.com/returns.html) to find all return info and create your label.

### 4. DROP OFF THE PARCEL AT THE POSTAL SERVICE:

We will confirm the successful processing of your return by e-mail.  
Your refund will be issued to the payment method used for your purchase.

### PLEASE NOTE:

Additional costs for returns sent without prepaid postage will not be covered by BIKE24. If you use our return label, the return will be free of shipping costs for you. If you return items in a used condition, BIKE24 may be entitled to charge you for the reduction of the product value. Please note the instructions on cancellation.

Further information at:

[www.bike24.com/returns.html](http://www.bike24.com/returns.html)



By mobile:

1. Open QR Code app or Camera
2. Scan the code
3. Open the link