

Return form

Please fill out this form carefully. All information is voluntary. Filling this form incompletely does not affect your rights as customer, but the processing of your return will take longer.

Need to return something?

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 put into the shipping box

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

3. Attach the return label to the parcel

There is no return label enclosed with your package? No problem, visit www.bike24.com/returns.html for all information regarding returns. There you will also find the option to get a return label.

4. Take the return to the postal service

We will confirm the successful processing of your return via e-mail. A refund will be directed to the payment method used for the purchase.

Please note:

Additional costs for unfree returns 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 used condition, BIKE24 may be entitled to charge you for the reduction of the product value. Please also note the instructions on cancellation.

Further information at: www.bike24.com/returns.html



By mobile:

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



Please fill out

Invoice or order number:

Cancellation/Return

Item code

Version (Size, color, option, ...)

Item code	Version (Size, color, option, ...)

Warranty claim

Item code

Version (Size, color, option, ...)

Description of the damage:

Description of the damage: