

# RETURN & REFUNDS POLICY...



[www.blissbikes.co.uk](http://www.blissbikes.co.uk) | 01403 713 470

**Thank you for shopping with Bliss Bikes.** Our priority is to ensure that you are highly satisfied with your purchase. In the unlikely event that you are not, please feel free to return your goods within 28 days of the purchase date for a full refund.

Any item (with the exception of food, videos/dvds and skis with screw mounted bindings) can be returned to us for any reason provided it is returned unused with its original packaging and a valid receipt. Due to the high incidence of fraud we regret that we are unable to offer any refund without a valid receipt.

Refunds will be processed using the same method of payment used for the original purchase. Credit and debit card refunds must be made to the card used for the original purchase. Due to banking restrictions cheque payments can only be refunded at least 14 days after the original purchase date.

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## RETURNING YOUR PURCHASE BY POST...

To return your purchase by post please enclose a copy of or the original invoice stating whether you would like a refund, exchange or have a warranty issue. Please provide us with details of why you wish to return your purchase, and if for example you wish to change a size of a product please advise what you wish us to exchange it for.

If you require any advise before returning your item for exchange please contact us and we will do our very best to assist you with your exchange.

It is your responsibility to ensure that the item is returned to us safely, and if the item is being returned for refund or exchange, in a saleable condition in the original packaging and including all contents and tags.

Send your package, well secured, by a recorded delivery method to us:

**Returns Department**  
Bliss Outdoor LTD (Bliss Bikes)  
Unit 15-16 Huffwood Trading Park  
Partridge Green  
West Sussex  
RH13 8AU

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## RETURNING BIKES OR ITEMS WORTH OVER £200 IN VALUE...

If you wish to return a high value item or bicycle then please contact us so that we can arrange a courier collection. Skis must be wrapped to the same standard that they were delivered in, to prevent any damage. Remember, you are responsible for the safe return of the package!

*Please note: Depending on the reasons for returning an item a charge may be incurred for arranging a courier.*

These terms do not affect your statutory rights, and if you have any questions regarding returning an item contact us via the "contact us" link on the web site or call us on **01403 713 470**.

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## POTENTIAL WARRANTY RETURNS...

On receipt of your goods, if you feel they are faulty, please call our Returns department on **01403 713 470** to obtain a warranty returns number.

If you do not have a returns number this will delay the warranty inspection and possible warranty claim on your goods. On receipt of your goods we will carry out a warranty inspection and will contact you within 3 working days of receipt.

If your purchase is outside our 28 day returns period but within the manufacturers warranty period we will repair or replace the item(s) as stated in the manufacturers warranty guidelines.

**Please note:** In some cases the manufacturer/supplier may require to see the item(s) before repair or replacement can take place. If this is the case we will inform you. Proof of purchase is also required with all potential warranty claims.

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## BIKES & FRAME - ADDITIONAL NOTE...

Bikes can be returned if they are unused and in their original packaging. Please contact us on **01403 713 470** if you need to return something from this category.

If in the event of the fault being caused by Bliss Bikes then returns can be arranged on a normal basis, but please contact us to discuss this first.

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Our returns policy does not affect your statutory rights, full details of which can be obtained from any Trading Standards Department or Citizen's Advice Bureau.

**PLEASE ENSURE YOU COMPLETE THE RETURNS FORM OVERLEAF**

# RETURNS FORM...



www.blissbikes.co.uk | 01403 713 470

## CUSTOMER DETAILS...

Customer Name: \_\_\_\_\_ Cardholder Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Daytime Telephone: \_\_\_\_\_ Evening Telephone: \_\_\_\_\_

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## RETURNED ITEMS...

Ref.	Description	Exchange/Warranty/ Refund	Reasons/Comments

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## REPLACEMENTS...

Ref.	Description	Size	Colour	Qty	Comments

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## PAYMENT CARD DETAILS...

For our customer's security we do not hold your credit card details. Upon receipt of your returned goods we will contact you for your payment card details, should there be any monies outstanding. Please ensure you have supplied an applicable daytime telephone number so we can contact you.

**PLEASE NOTE: WE WILL ALWAYS ISSUE REFUNDS VIA THE ORIGINAL PAYMENT METHOD**