

Returns

Our aim is to provide 100% customer satisfaction in all aspects of our service. If for whatever reason you are not happy with your purchase, CircuitCycles will refund your purchase costs less delivery and collection costs where necessary. To receive this refund you should return the item within 10 days of receiving it and email us with your order number and a completed returns form to dispatch@circuitcycles.ie.

To be eligible for a refund of purchase costs you must comply with the following;

- You have completed the returns form
- Unless faulty, you return the item(s) as new and not been ridden in the case of a bike.
- The item must be returned in the original packaging with all documentation.

If an Item is faulty when delivered and before usage, once you have returned them together with the completed returns form we will;

- Refund you (should you request so) the full amount of items and postage using the method you paid CircuitCycles with. This transaction may take up to 10 days for clearance before the money is back in your account.
- Dispatch a replacement if you so request with no additional costs to you.

If an Item becomes faulty or fails during use, under the conditions of our warranty (see below) and once you have returned them together with the completed returns form we will;

- Replace the faulty item(s) if the item is within warranty.
- Not issue a refund if the fault occurs after 10 days of receiving the items.

If you return items to us for reasons other than being faulty, such as wrong size or not liking the colour then you will have to pay the return costs. This return cost is estimated to be €25 but it depends on your location within Ireland. If you return items that are faulty we will refund up to €25 of the return postage, but if your costs will exceed €25 then please contact dispatch@circuitcycles.ie who will make arrangements for pickup of the item.

It will take 2-3 working days to process a returned item from when it arrives to CircuitCycles. If the item is out of stock at the time of receiving the returned item then we will make every effort to have the replacement part to you within 30 days. During every stage of the return process Circuitcycles will keep you informed by email on the status of your returns.

For any returns enquiries please contact dispatch@circuitcycles.ie

Warranty and Repairs

There is a two year manufacturer warranty on all the Kalkhoff bicycles and Panasonic batteries. The warranty covers the following;

The motor, the motor controller, the wheels, the brakes system including cables and handles, the battery and battery indicator, all cabling, the crank and pedals, and the gears.

The manufacturer warranty will either ensure parts or a whole replacement so long as the fault(s) occur within 2 years of purchase.

All kalkhoff bicycles and the Panasonic Batteries are fully tested and assembled here in Ireland to ensure safety to the customer. Before dispatch all bikes are given a short test ride as the final certification of conformance.

For extended warranty options contact info@circuitcycles.ie

CircuitCycles
43 Woodview Grove
Blanchardstown
Dublin 15

Returns Form

Please complete this form and return with your item(s) to:

CircuitCycles

43 Woodview Grove

Blanchardstown, Dublin 15



Customer Details

Customer Name :
Cardholders Name :
Billing Address:
Contact Number:
Email:

Returned Item(s)

Date Delivered	Item Name	Size	Exchange/ Refund/ Warranty	Reason for return

Replacements

Item Name	Item Size	Item Quantity	Item Colour	Comments

Payment Details

Order Number	Method of Payment (Credit Card, Cheque, Cash etc)
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