



ORDER No.		POSTCODE	
FULL NAME		TEL No.	
ADDRESS		EMAIL	

QTY	PART No.	DESCRIPTION	PRICE	REFUND	EXCHANGE	REASON CODE	RETURN / EXCHANGE CODES
							1. No longer required
							2. Received damaged
							3. Incorrect item despatched
							4. Faulty Item
							5. Other (please state)

Please return your item(s) within 14 working days of delivery, by following these simple steps.

1. List the items from your order you wish to return, and tick to indicate if you would like a refund or an exchange.
If you require an exchange, a member of our sales team will contact you.
2. Select one of the 'reason for return' codes.
3. Enclose this form with the item(s) you wish to return. If you don't include this completed returns form, there will be a delay in processing your refund.
4. Bring it to a branch, or post it to our returns address. **If posting, please ensure that you arrange appropriate insurance cover, and that you obtain a proof of postage receipt.** Certini Bicycle Co will not accept any responsibility for the loss or damage of goods during transit.
5. **Once we receive your parts, we can process your refund or exchange.**
6. Refunds will be processed within 48 hours of receiving the goods, providing they are undamaged and in a saleable condition.

Please allow up to 14 working days for any refund to appear in your account.

Full details on our returns policy can be found on our website <https://www.certini.co.uk/pages/returns/>

RETURN ADDRESS
Certini Bicycle Co Unit 10 Kingsmill Road Tamar View Ind. Est. Saltash, Cornwall PL12 6LD