



# EXCHANGE & RETURN FORM

Thank you for shopping at Bicycle Fix. You are welcome to exchange or return items purchased online using the form below providing you are within 30 days of receipt.

Please ensure you can provide your invoice/order confirmation; and that your items are unused and in their original condition with original packaging.

To view our full returns and exchanges policy please visit [bicyclefix.com.au/returns-policy](http://bicyclefix.com.au/returns-policy)

## STEP 1:

If you require an item to be held for an exchange, please email [accounts@bicyclefix.com.au](mailto:accounts@bicyclefix.com.au) including the following:

- Your name, contact details and order number
- Details of the preferred replacement item/s (item name, colour and size).
- If the item you require is out of stock, an online credit note or refund will be issued if a suitable alternative cannot be provided.

## STEP 2:

Include this form when posting your items to Bicycle Fix (see details below)

<b>Order Number:</b>		Date:	
<b>Customer Details:</b>			
Name:			
Address:			
City:	State:	Postcode:	
Email:			
Phone:			

Refund (Refunds can only be processed to the payment method used at time of purchase)

Exchange (If you choose to exchange for an item of higher value payment will be required for the difference)

## ***ITEMS FOR EXCHANGE/REFUND***

Item Code	Item Name	Reason for Return (required)

**Send your completed form and items to:** Bicycle Fix - 33 Onkaparinga Valley Road, Woodside SA 5244

**Please note: Bicycle Fix does not take any responsibility for returns lost in transit.**