

## Return Form.

Thanks for shopping with us! We started our company out of love for bicycles and hunger for innovation. We pursue only one goal: helping people from all over the world move around town fast, easy and in style. We hope you enjoy using your gear as much as we enjoyed developing it, but if for any reason you are not fully satisfied with your purchase you may return your unused product. Just take the following action:

1. Make sure the product is unused and still in original packaging
2. Fill out this form completely
3. Send your item(s) and the invoice (original or copy) and this form to:

URBAN Bicycles Australia, 2/254 Punt Rd South Yarra VIC 3141 Melbourne, Australia

Name

Full address

Country

Daytime phone #

Date of purchase

Item # or product description

Total quantity of items returned

Bank account #

BSB

Name of accountholder

Invoice number (listed top left of your invoice)

Debtor number (listed top left of your invoice)

\*We are there to help you on Monday through Friday 9 am till 5:30 pm (Melbourne Time). Only exceptions are Holidays, then we are out celebrating

*Customer satisfaction is our number one priority. As one of Australia's most successful bike retailers, we aim to make every transaction a pleasant, convenient and care-free shopping experience.*

*To expedite any returns, we ask that you note the following:*

- *The product must be in new, unused, and 100% original condition (unworn, if clothes) with all the original packaging materials.*
- *Before returning an item, please call+61 4 49880008 or create a customer service case by clicking: [Form of URBAN bicycles](#)*
- *If the product you are returning was included as part of a special offer, the additional item(s) must also be returned, or you may choose to have the cost subtracted from your refund.*
- *Any return may void a multiple purchase discount.*
- *Customer is responsible for shipping and handling charges.*
- *Returns must be sent prepaid and insured for the full price by a traceable carrier to us.*
- *Special promotional items that are not defective can not be returned for any reason. We remind our customers to choose products carefully before placing your order.*