



Still not quite what you expected?
No problem, at Bicycle-Kings you can return our products within 14 days.

If you are not satisfied with our products, you have the right to cancel your order up to 14 days after receipt without giving any reason.

After cancellation you have another 14 days to return your product.

You will then be credited with the full order amount including shipping costs, except if you have chosen the payment option cash on delivery/payment service. We do not reimburse these costs.

The costs for returning from your home to the webshop are also for your own account.

You must send the return shipment with track & trace and always state a return address. Lost returns without track & trace will not be processed.

Therefore, always send your return with track & trace.

Products that you return must be unused and in the original packaging (if reasonably possible).

The product must not have been used or registered during this period and must still be able to be sold as new by us. This also applies to items on sale.

When you have ordered a product online, you can unpack and test it as far as necessary.

This means that if, for example, you have bought a cycling computer, the latter may check for the correct colour, the correct holder, size, etc.

However, you are NOT allowed to use the product.

If you make use of your right of withdrawal, the product will be returned with all accessories supplied and - if reasonably possible - in its original condition, unused and with packaging returned to Bicycle-Kings.

The return process:

You can return a product as follows:

- Notify our customer service by sending an e-mail that you want to return an item.
- You will then receive a confirmation of your request by e-mail.
- If the product is not as you expected and you want to return it, please fill in the information below in the MODEL FORM FOR WITHDRAWAL.
- Then you send the product in proper packaging with the completed form and the original invoice with track & trace code to us.
- After receipt of your shipment, Bicycle-Kings will send you a confirmation of receipt by e-mail.
- We exchange the item (if available and desired) or refund the purchase amount within 14 working days, depending on your wish.

If we cannot accept an item as return,
the package will be shipped back to the customer on the customer's account.
In case of doubt, you can of course contact our customer service at any time.

Return Exceptions

Exclusion of the right of withdrawal applies to the following products:

- With sealed products. When the seal is broken, these products are not returnable. This also applies to the corresponding products in the same packaging.
- Which have been established by the entrepreneur in accordance with the consumer's specifications;
- Which are clearly personal in nature;
- Which by their nature cannot be returned;
- Which can spoil or age quickly;
- The price of which is subject to fluctuations in the financial market over which the entrepreneur has no influence;
- Specifically ordered and/or tailor-made products;
- For audio and video recordings and computer software of which the consumer has broken the seal.

Warranty cases

If the product is returned due to a defect
the product is sent to the manufacturer for assessment.

As soon as it acknowledges that it is a manufacturing defect, the product is
(depending on condition and period of use).

In the model withdrawal form, state the warranty under point "state your choice", and a
clear detailed description of what is wrong with the product.



Bicycle-Kings

“Ride like a King, perform like a Pro”
Bikefitting | Cycling | Maintenance

Model withdrawal form.

*Only complete this form if you wish to revoke the agreement.
Always include an invoice of your purchase with the return shipment.
The shipment will not be processed without an invoice.
To make the return process run smoothly and efficiently,
we kindly ask you to follow the instructions below:*

Completely:

Always send the articles complete (including all accessories that belong to the article), in the original undamaged packaging and with sufficient postage with a copy of your invoice and this completed form.

Packing for return:

Preferably use the shipping packaging used by us or provide another sturdy packaging with good filling material for your return shipment. Bicycle-Kings is not responsible for any transport damage incurred during the return shipment.

Retouradress:

Bicycle-Kings - Van Kolplein 5 - 6882 JE Velp
retouren@bicyclekings.nl

I hereby inform you that I withdraw/revoke our agreement regarding the sale of the following goods/provision of the following service:

Indicate your choice:

Subject: Returns / Warranty
I want to exchange / return

Name:
Address:
Postal code :
House number:
Phone number:

Order number/Invoice number:
Ordered on:
Received on:
Track & Trace:

Please describe below as clearly as possible the reason for your return:

Date:
signature: