

EVOLUTION CYCLES LTD. RETURN REQUEST FORM



Please if you can, bring the item you wish to return into your nearest Evo Showroom

Or

Please print and complete this form and send it back with your return item(s) to:
Evo Returns,
730 Great South Road Penrose, Auckland 1061

Order ID: _____

Item to Return: _____

Reason for Return:

- ☐ I need a different size
- ☐ Not what I expected
- ☐ Looks different to online
- ☐ I was sent the wrong item
- ☐ The item / bike doesn't fit me
- ☐ The item is not compatible with my existing products
- ☐ Other: _____

☐ **Exchanges:**

If you would like to exchange your return item for another please give us the product code, size and colour for the item you would like to exchange to: _____

Please Note: An \$9.90 return delivery fee applies if you would like to exchange your item. Payable to ASB bank account 12-3476-0012182-00

☐ **Returns:**

How would you prefer to be refunded?

Store Credit: ☐ No restocking fee for store credit

Credit Card: ☐ For use with online purchases only. Can incur up to 20% restocking fee

Bank Account: ☐ Can incur up to 20% restocking fee*. Only available on transactions over \$2500

Bank Account Number: _____

Refunds will be made back to the original payment method used to make the initial purchase unless the amount is over \$2500, then a bank transfer will be completed.

*Standard 10% restocking fee rate applies except for shoe brands Sidi, Bont & Fizik which carry a 20% restocking fee for returns.

This form only applies to parts and accessories purchased. If you would like to return or exchange a bike please contact us on (07) 847 2329 or email support@evocycles.co.nz.

TERMS AND CONDITIONS



Please note we will not accept returns for any non-faulty item that has been used, and/or had tags removed. We strongly advise all customers to check goods thoroughly upon delivery before removing any attached tags. 1.2. There is no return or exchange on sale items. 1.2.1 Gift Cards will only be refunded as store credit and not as cash

- 1.3. Please note that Special Orders from overseas suppliers are unable to be returned.
- 1.4. Choose carefully as we do not refund if you change your mind. If the goods are faulty we will meet our obligations under the Consumer Guarantees Act.
- 1.5. Evolution Cycles does not accept returns due to normal wear and tear on used items.
- 1.6. Wrong Sizes or Not the Right Part
 - 1.6.1 Please make sure you contact us **first** on (07) 847 2329 or email us.
 - 1.6.1.1. If you ordered **clothing or footwear** is the wrong size please send it back to us within 10 days of receipt and we'll happily exchange it for another one in the correct size (if available) or another product of the same value. Shipping charges will apply - please call for details.
 - 1.6.1.2. If you ordered a **part for your bicycle** without consultation from us, we can exchange the part provided that you pay for the freight to return the incorrect part.
 - 1.6.1.3. If you ordered a **bicycle**
 - 1.6.1.3.1. **and called us, emailed us, or messaged us via live chat to determine your size first** - we will happily exchange for a different size provided it is in stock and available, at no additional charge.
 - 1.6.1.3.2. **without speaking to or emailing with one of us to determine your size first** - we can exchange the bike provided that you pay for the freight to return the incorrect size, and the cost of freighting the replacement bicycle size (provided it is in stock and available)
 - 1.6.2. Please note a restocking fee of up to 20% may apply. Standard 10% restocking fee rate applies to refunds with the exception of shoe brands Sidi, Bont & Fizik which carry a 20% restocking fee for returns.
 - 1.6.3. Please note, products returned or exchanged must be in a brand new condition with packaging intact and all labels returned with the item(s).
 - 1.6.4. The cost of freight, both for returning the item and sending any replacement, will be the responsibility of the customer. We recommend you use tracked delivery or registered post to return items so as to cover yourself against loss.
 - 1.6.5. Generally proof of purchase is required. We may waive this requirement, in consultation with you, if we can confirm through our systems that we have sold you the product(s).
 - 1.6.6. If we receive your return in a condition which we feel is not fit for exchange or refund we shall get in touch with you to discuss next steps. Evolution Cycles reserves the right to refuse a return or exchange for any item sent back in a condition where the item has been used or damaged.
 - 1.6.7. In the event of an exchange, items are subject to product availability.
 - 1.6.8. Exchanged items can only be dispatched after the returned goods have been received (**within 7 days**) and undergone a quality control check.
- 1.7. Damaged Goods.
 - 1.7.1. If the goods are not of acceptable quality we will meet our obligations under the Consumer Guarantees Act.
 - 1.7.2. Please note that:
 - (a) We will always quality check items before they leave Evolution Cycles Ltd (b) Please check the goods on arrival before signing for them and to bring it to the attention of the courier company at time of delivery if they are damaged. (c) If at all possible please take a photo of the damage too.
 - 1.7.3. If your order arrives in damaged condition please phone us **within 3 days** on (07) 847 2328 so we can follow up promptly with the courier company.
 - 1.7.4. We will contact the courier company to arrange a pickup of the damaged goods and send you a replacement.
 - 1.7.5. Generally proof of purchase is required. We may waive this requirement, in consultation with you, if we can confirm through our systems that we have sold you the product(s).
- 1.8. Faulty or Defective Goods.
 - 1.8.1. If your ordered item is found to be faulty or defective please see the warranties information contained in 1.0.
 - 1.8.2. If the goods are faulty or not of acceptable quality we will meet our obligations under the Consumer Guarantees Act.
 - 1.8.3. Generally proof of purchase is required. We may waive this requirement, in consultation with you, if we can confirm through our systems that we have sold you the product(s).
- 1.9. Refunds will be made back to the original payment method used to make the initial purchase unless the amount is over \$2500, then a bank transfer will be completed.