

Super 7 Bikes Returns Policy

RETURNS

In the unlikely event that you are dissatisfied with your purchase please feel free to return your goods within 30 days of the purchase date (or within 14 days of the date of receipt, whichever is greater) for a full exchange or refund.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food cannot be returned.

Additional non-returnable items:

Gift cards

Downloadable software products

Some health and personal care items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted: (if applicable)

Any item not in its original condition is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will email you to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 working days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first recheck your bank account. Then contact your credit card company, it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@super7bikes.com.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@super7bikes.com and send your item to 7 St James Square, Cheltenham, GL50 3PR, United Kingdom.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to 7 St James Square, Cheltenham, GL50 3PR, United Kingdom.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.