

# CUSTOMER RETURNS FORM

If you need to return any item for exchange, refund or warranty please fill in this form to help deal with your parcel quickly and efficiently.

**Please include a copy of your receipt and return to the address on the right:**

**MERLIN** CYCLES  
YOUR ONE-STOP BIKE SHOP

Merlin Cycles Ltd  
A4 Buckshaw Link, Ordnance Road,  
Buckshaw Village, Chorley, Lancashire,  
PR7 7EL. Tel: 01772 432431  
Email: [returns@merlincycles.com](mailto:returns@merlincycles.com)

**Returning goods from outside the EU? If you are returning goods from the USA, Japan, Australia etc. please note the following requirements:**

**On form CN22/CN23 you must state RETURNED GOODS - FAILED SALE, and put ZERO as a value in the package value box. Failure to do so will result in the parcel getting delayed in customs and being returned. Please do not use FedEx or DHL as they always apply extra charges.**

Name	<input type="text"/>
Address	<input type="text"/>
Daytime contact number	<input type="text"/>
Email address	<input type="text"/>

*Note: If the above info is correct on your receipt you do not need to fill out the above, just staple this form to it.*

Items returned	<input type="text"/>
Reason for return (Please state if you require a replacement part of a different size or model or if it is for a refund.)	<input type="text"/>
If the item is being returned for warranty work please explain the exact problem.	<input type="text"/>

Date of purchase	<input type="text"/>
Web Order Number	<input type="text"/>

***Thank you***

We will deal with your return within 3 days of receipt. Please allow for the delivery time for the goods to reach our premises.

Replacements: We aim to despatch any exchange goods within 5 days of receipt.

Refunds: Please allow 10 working days for refunds to appear in your account.

Warranty Items: Please allow extra time for the goods to be inspected, this may involve sending the item to the manufacturers/suppliers for their opinion and for the product to be repaired if required. In all instances we aim to deal with every return as quickly as possible and will email you on receipt and progress of your return.

**Non UK Customers: SEE IMPORTANT NOTES ABOVE.**