



## Rm Cycles Returns Form

Tel:01580 765612 | Email: [customercare@rmcycles.co.uk](mailto:customercare@rmcycles.co.uk) / [sales@rmcycles.co.uk](mailto:sales@rmcycles.co.uk) / [www.rmcycles.co.uk/pages/returns/](http://www.rmcycles.co.uk/pages/returns/)

Unfortunately, we do not offer exchanges, please place a new order on the website.

### Instructions

1. Print a Royal Mail Tracked Returns label and attach it to the outside of your parcel
2. Complete this returns form and enclose it with your parcel
3. Drop off your parcel at your nearest Post Office

Please note, only orders that meet the following criteria can be returned using Royal Mail:

- Parcels must have specific dimensions no larger than 61cm x 46cm x 46cm (L x W x H)
- Parcels must weigh no more than 20kg
- No aerosols or combustible products
- Bikes, frames, wheels and turbo trainers cannot be returned using Royal Mail

### Your Details

Email Address	
Name	
Telephone Number	

### Return Codes

- 1 Refund
- 2 Too small
- 3 Too big
- 4 Warranty Claim - Refund
- 5 Damaged in transit
- 6 Other (use comments box)

Order number	
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Product	Reason Code	Comments

### Returns Address:

Rmcycles LTD, Unit 3A Leigh Green Industrial Estate, Tenterden, Kent TN30 7DE, United Kingdom