

# Authorised Bike Return Form



We are sorry that you have had an issue with the bike purchased from Frog Bikes. Please complete the form and include it in the box with the bike.

**All bikes must be returned in their original box, securely package. In particular ensure the wheel, frames and forks are carefully packaged to avoid damage on the return journey. Also make sure all original accessory and component boxes are returned with bike.**

**If a returned bike is further damaged or missing any accessories or components, Frog Bikes reserve the right to charge the store for any additional damage to the bike or for any missing accessories or components. This could be as much as the full cost of the bike.**

We have arranged for the courier to collect the bike, and we will email a returns label to you. Please note the following:

- We reserve the right to deduct the cost of the courier (£10) from your refund unless the product is faulty or received in error
- We reserve the right to deduct the cost of the courier (£10) if you cancel a collection
- If you need a new box to send it back, we can supply this for £10. Please remove any accessories you have added to the bike since you received it, before returning it to us.

<b>Return Authorisation Number</b>	
<b>Date authorised</b>	
<b>Order Number</b>	
<b>Store Name</b>	
<b>Frame number</b>	

**Please circle what's wrong** and mark on the diagrams the position of the problem

Courier

Faulty/Missing part

Paint

Wrong item



**Mechanic notes: (For Frog Bike use only)**

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Conc

Date checked

Condition of bike

Final

Final Outcome

Ex Demo

Repair

Return

Scrap