

RETURN DOCUMENT

Contact information

Order number *

Name

Street

Number Zip code

City

Country

Phone number

* You can find your order number in the confirmation email or invoice

Returned goods

Quantity	Product name / code
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Explanation of return

Description of the problem

- Product damaged at delivery
- Use of 14-day trial period

Desired action:

Exchange for the following product

Refund

Bank account number

Name account holder

Reason for return:

I ordered the wrong item

I didn't order this

The product does not meet my expectations

Other

Return conditions and information

We always guarantee the best quality. Nevertheless, it is possible to return ordered items. As a customer, you have a right of withdrawal that allows you to revoke your purchase within 14 days after receipt of the purchased goods without giving reasons and without additional costs, except for the direct costs of returning the goods in question. At the latest 14 days after revocation, you must return the goods in question to us. For this purpose you can use the return form which you can download here. Within 14 days after receipt of the goods at our warehouse, or after you have provided us with proof of the return of the goods, we will reimburse you for all payments received, including, if applicable, the delivery costs. We will do this using the same means of payment as you used to pay for the order.

Goods that are returned must be delivered undamaged and complete. If the returned goods are damaged, Van Eyck Sport may claim compensation that corresponds to the actual damage suffered. If more damage has been caused to the packaging than is necessary to open the package (i.e. actions have been taken that go beyond what is necessary to determine the nature, characteristics and operation of the goods in question), Van Eyck Sport may claim compensation that corresponds to the damage actually suffered. The right of withdrawal cannot be exercised for the delivery of goods manufactured to customer specifications.

Please return to

Cyclo Concept
Calle Iglesia 14
03727, Xaló
Alicante, España

Questions or remarks

Do you have any questions or remarks? Please contact our customer service via our webshop. You can reach us from Monday to Friday from 9.30 until 18.30 and on Saturday from 9.00 until 17.00 o'clock.

Contact

customerservice@vaneycksports.com or through our website chat.

Attention!

1. For a quick completion of your return, we kindly ask to fill out this document clearly and completely. Please add this document to your return items.
2. You are responsible for the return shipment. Do give extra care to any tracking code you may receive.