



## Terms and Conditions of Sale

Recyke y'bike's core values are:

We show **respect** for other human beings.

We're **passionate** about what we do.

We are committed to **quality** - what we do we do well.

We're **collaborative** and believe that we can achieve more when we share knowledge and work in partnership.

All of our bikes are refurbished by our team of skilled and experienced volunteers and staff. Every bike is also double checked by a qualified mechanic before it goes into the shop for sale.

### **Mechanical guarantee**

When you buy a bike from Recyke y'bike (excluding sale bikes and give away bikes), your bike will come with a 1, 2 or 3 month mechanical guarantee. The length of guarantee depends on the value of the bike.

The mechanical guarantee includes:

Any malfunctioning parts

Set up issues

The mechanical guarantee excludes:

Normal wear and tear eg. punctures

Damage caused by crashes

### **Changing your mind**

We encourage our customers to test ride bikes before purchase to ensure that they choose a bike that's right for them. Our team will provide advice and support to match you with a bike that's right for you. If you do change your mind you can bring your bike back within the first 14 days. Please be aware that once the bike leaves our shop we need to put it back through our checking process before it can be re-sold. Therefore we deduct £30 from a refund in order to cover the costs of this process.

### **Free safety check**

When your bike reaches the end of it's guarantee we'd encourage you to bring it for a free safety check. Often, once bikes have had a bit of use, new components like cables can stretch and some minor adjustments can be needed to ensure you get a smooth ride.

### **Servicing**

We recommend that bikes are regularly serviced (twice a year for average use). A basic service at Recyke costs £40 and will keep your bike operating safely, smoothly and it will save you money in the long run!