



RETURNS

You can return your items for a refund or exchange within 14 days of receiving your order.

- RETURN ADDRESS

GinoBikes
Frère Orbanstraat 46
8400 Oostende
België

- SHIPPING COSTS

Please keep in mind that the shipping costs will not be refunded, except if agreed upon beforehand.

- REFUNDS

After we've received your return, it can take up to 5 working days to receive a confirmation of your refund per mail.

PLEASE NOTE: Currently we don't provide a confirmation of receipt, please check your Track & Trace.

TIP: PLEASE KEEP YOUR RECEIPT FROM THE POSTAL SERVICE AS A PROOF OF POSTAGE.

- HOW TO RETURN YOUR ITEMS

1. Original and unused condition - You're free to try your items! Make sure all returned items are unused, in the original condition and in the original packaging.
2. The original packaging (if available) is part of the product.
3. Shipping box - Please ensure the product and packaging is protected with outer packaging
4. Invoice - Please include the original invoice (included with your original order).

IF YOUR RETURN FAILS TO MEET THE CONDITIONS ABOVE,
WE UNFORTUNATELY CANNOT ACCEPT YOUR RETURN. IN THAT CASE, WE WILL CONTACT YOU.

- REASONS FOR RETURN

1. Looks different to image on the website
2. Doesn't fit
3. Doesn't suit me
4. Incorrect item received
5. Poor quality/faulty

PRODUCT	REASON