



The Cycle Hub (Chester Cycle Hub Ltd) Returns Policy

Our policy

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

In relation to the consumer rights act of 2015 customers have up to 14 days to make a return in the case of faulty, damaged, or not as described goods.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. The customer has the right to reject goods that are faulty, damaged or not as described and the right to a repair, replacement or refund in this circumstance.

In the case of goods ordered incorrectly (due to customer misunderstanding) or customers changing their minds post-purchase, we do not and are not legally required to offer refunds or accept returns, but instead can offer to exchange goods or provide store credit at our (Chester Cycle Hub Ltd.'s) discretion.

Any goods purchased on special order (products not currently or regularly stocked by Chester Cycle Hub Ltd.) are strictly not eligible for refund or return due to incorrect selection by the customer or the customer changing their mind post-purchase (If the special order is faulty, damaged or not as described, in accordance with the consumer rights act of 2015 it will be eligible for return and either refund, replacement or repair).

Please note that in some cases, replaced, repaired or exchanged items may differ in colour or style to the originally purchased product if the originally purchased product is no longer available, discontinued or otherwise changed.

Your legal rights

When you buy goods from a business, in law you have a number of rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed. This is in accordance with the consumer rights act of 2015.