

EXCHANGE & RETURN FORM



Thank you for shopping at 99 Bikes. You are welcome to exchange or return items purchased online using the form below providing you are within 30 days of receipt.

Please ensure you can provide your invoice/order confirmation; and that your items are unused and in their original condition with original packaging.

To view our full returns and exchanges policy please visit 99bikes.com.au/returns-policy

STEP ONE: If you require an item to be held for an exchange, please email help@99bikes.com.au including the following:

- Your name, contact details and order number
- Details of the preferred replacement item/s (item name, colour and size).
If the item you require is out of stock, an online credit note or refund will be issued if a suitable alternative cannot be provided.

STEP TWO: Include this form when posting your items to 99 Bikes (see details below)

Order Number:	Date:	
Customer Details		
Name:		
Address:		
City:	State:	
	Postcode:	
Email:	Phone:	

- Refund (Refunds can only be processed to the payment method used at time of purchase)
- Exchange (If you choose to exchange for an item of higher value payment will be required for the difference)

ITEMS FOR EXCHANGE/REFUND

Item Code	Item Name	Reason for Return (required)

VIC SA WA TAS Send your completed form and your item/s to the following address:

99 Bikes Webstore
1/300 Old Geelong Rd
Hoppers Crossing VIC 3029

QLD NSW ACT NT Send your completed form and your item/s to the following address:

99 Bikes Webstore
62 Abbotsford Rd
Bowen Hills QLD 4006

Please note: 99 Bikes does not take any responsibility for returns lost in transit.