

At CGR Bike Gear, we simply want you to be happy with your purchase from us.

Happiness for us is defined as when you (the customer) have received your item and are totally happy with it. Please do not use something you intend to return as this will prevent our accepting the returns.

Infrequently (but it can happen) something goes wrong.

POSTAGE ISSUES:

At CGR we use a number of couriers such as the Royal Mail and UPS. Whilst these couriers take every care with your delivery, sometimes these can and do get delayed or lost. The Royal Mail for instance does not consider something to be lost until fifteen (15) days has elapsed. Please be patient (especially if overseas) but if you feel something has gone astray, please contact us directly. CGR will not normally refund products (or despatch a replacement) until confirmation of the product being lost by the courier has occurred or until a return is received by us.

Mail order purchasing can be difficult as sometimes the item received is not the correct size for you or there is something wrong. Regardless of whether this is a travel bag or an item of clothing, if this happens, we want you to know that we expect you will wish to return it and have it replaced with something you are happy with. This should not cause conflict and we will make every effort to help. Always remember, we are real people trying to provide the best service we can. We would not knowingly wish to upset you. We do not knowingly send out faulty goods.

All garments and products are made to order, not mass produced items sat on shelves and lead times vary. We will however always try our very best to meet your deadlines !

Our QC process is very good and we pride ourselves on isolated returns,

IF THERE IS A PROBLEM, the following three steps should help correct it.

Step 1) Upon receipt of goods, check them over (and try them on). If they meet your expectations (and fit correctly), all is good. If not go to step 2.

Step 2) If you are unhappy please contact us immediately via e-mail and state why. Please give as much information as possible as to why you are unhappy. We will contact you as soon as we can to discuss the issue. We may ask you to return the item which is explained in Step 3.

Step3) If the item needs to be returned you can either post the item yourself and be refunded the cost or we will provide a returns label. This will be electronically if you have a printer or by post if not. We expect (as was used to send it to you) that you will use Royal Mail First Class Recorded service or similar traceable service up to the value of £4.99 charged to you on the sale. CGR will not accept that goods have been returned, without conclusive proof of posting/tracking. CGR will reimburse you for this return cost (up to £4.99) in the event of a manufacturing error for instance but please be aware, we may not reimburse this cost if the item was returned used or deemed to be damaged by a third party for example. Once we receive the goods, we will inspect them and email our findings. CGR will then repair or replace the goods and despatch (in the event of a wrong size) the appropriate size. This additional postage (to send the item back) will be paid by CGR in order to maintain good relations. We trust that our position is understood.

All returns should be sent within a reasonable time period. We deem reasonable to be within fourteen days. In the case of travel items we allow 21 days as a goodwill common sense approach. **Items must be returned in an unused condition. We will not issue refunds for used or damaged items.** If you do not accept these terms please do not order the goods.

DAMAGED GOODS

Our Quality Control is second to none and every single item is hand checked before being packed. If your item is not received in perfect condition however (damaged in transit for

instance or accidentally cut with knives or scissors when opening the package) then you must contact us immediately via email in accordance with step 1. Our inspection will be equally as thorough as our QC process and check the same elements.

Items damaged during or after use (i.e. damaged by baggage handlers negligence or any other third party damage) can still be returned but are unlikely to result in refunds unless considered a manufacturing fault. Step three makes this clear and we reserve the right to charge for repairs. Frequently repairs are carried out free of charge and we make every effort to keep things in favour of the customer.

Returns of made to measure garments, custom / made to measure products or non-CGR manufactured goods.

Steps 1 - 3 still apply, however please note the following. As you can appreciate, this service can be a little problematic if the sizes given are incorrect for instance. Please ensure that you make all measurements as accurately as possible. In the event of a made to measure garment needing further adjustments, a small charge may be made for alterations. Charges will be proportionate to the work carried out and will not exceed 50% of the item value on any given return. We want you to be entirely happy with your item and often there is no charge if the alteration is minor. The charge applies to major alterations that are due to error on the part of customers measurements. For example if we are asked to produce leggings with 38 inch inside leg we will do just that. If the customer meant 32 inch and we have to alter them back down, we will make a small charge to do so. As we obviously cannot add fabric (in the case of a mis-measurement the other way (and we have to make an entirely new pair) a charge of 50% of the original item will apply.

With regards to **made to measure travel bags and nursery products** the above conditions apply in the same manner. We reserve the right to charge up to 50% of the original cost if the size alterations are not possible and we have to manufacture another product. Frequently

however we do not charge for alterations. We regret we are unable to offer full refunds for any made to measure product where incorrect sizes have been provided. Please do not return products without direct communication with CGR as this will only result in the product being returned to you the buyer.

We will only issue refunds to UNUSED made to measure products as the item was made specifically for you and could be unique. If your travel bag is used or damaged then we do offer a repair service (we reserve the right to charge for repairs as mentioned) or a replacement service where the repairs are not possible due to the extent of third party damage.

Please take due care when trying products for size. Items can only be returned in a unused/undamaged condition.

Helmet returns: DUE TO COVID-19 outbreak we are awaiting the outcome of the manufacturer on the returns of helmets. Please be patient as clearly there will need to be a rule for this. Generally though,

Helmets can only be returned under strict conditions and must be UNUSED. CGR accepts that you will need to try the helmet for size at home. Please exercise due care as any damage, marks, scratches or scuffs will constitute a used product. Taking the same common sense approach however we do not accept that riding on the road over any period of time constitutes trying on for size. We are not a helmet hire company and do not hire helmets for road tests or weekend ride-outs. Helmets for returns will be inspected by the manufacturer prior to any refund being granted. Helmets are a safety product and cannot be returned used! Purchasing a helmet from CGR is an acceptance of these returns condition. In the event of an incorrect size, the helmet may not have to be returned as new inserts will be issued where possible. Do NOT return helmets to CGR. Contact CGR for the Reevu address before sending as we will have to request their inspection and provide you the address.

Custom made products: CGR regrets that it is unable to refund monies on custom made items under normal circumstances. Custom items are made under instruction from the client and supplied accordingly. Customers are politely requested to consider that our labour, design time and administration costs were a considerable percentage of the items cost value. Such costs must be met by the customer. In keeping with good relations we are happy to provide a credit note for any returned items under step 3. In the case of faulty goods we anticipate a prompt communication as per step 1. Faulty goods will be inspected upon return as per step 3. CGR will repair and return faulty goods in the event of a manufacturers fault. Should the damage be

considered negligent, wilful or otherwise a third party act beyond the control of the manufacturer we will contact the customer to discuss. We trust our position is clear. Please ask if unsure before purchase.

RETURNS ADDRESS: Please return items to our parent company **MIDWATER LUGGAGE R&D Unit A15, Fieldhouse Industrial Estate, Fieldhouse Lane, Rochdale, OL12 0AA** email address **info@cgrbikegear.co.uk** phone **01706527306**

PLEASE CHECK AND DOUBLE CHECK MEASUREMENTS BEFORE ORDERING TO AVOID DISAPPOINTMENT.

None of the above affects your legal/statutory rights. We understand the Consumer Contracts Regulations 2014.

We simply want you to be happy. Please help us, to help you.