

# Authorised Item Return Form



We are sorry that you have had an issue with the items you purchased from Frog Bikes. Please complete the form and include it in the box with the items.

**Bikes must be returned in their original box, securely packaged. In particular ensure the wheel, frames and forks are carefully packaged to avoid damage on the return journey. Also make sure all original accessory and component boxes are returned with bike.**

**If a returned bike is further damaged or missing any accessories or components, Frog Bikes reserve the right to charge for any additional damage to the bike or for any missing accessories or components. This could be as much as the full cost of the bike.**

If we have arranged for a courier to collect the items, we will email a returns label to you. Please note the following:

- We reserve the right to deduct the cost of the courier from your refund unless the product is faulty or received in error.
- We reserve the right to deduct the cost of the courier if you cancel a collection.
- If you need a new box to send the item back, we can supply this, please contact customer services for a price. (Please remove any accessories you have added to the bike since you received it, before returning it to us.)

<b>Return Authorisation Number</b>	
<b>Date authorised</b>	
<b>Order Number</b>	
<b>Customer Name</b>	
<b>Frame number</b>	

**Please circle what's wrong with the items.**

Courier Damage

Faulty/Missing part

Paint

Wrong item

**Any other comments on condition of items before return.**

**Mechanic notes: (For Frog Bike use only)**

Condition of bike

Final Outcome

FOB

Repair

Return

Scrap