

# Return form

## Return conditions

If you're not satisfied with the product, you have the option to return it within 14 days of receiving it. Follow the steps below to do so.

### To register

- Go to [www.stoerbikes.com/return](http://www.stoerbikes.com/return) and register your return

### Packaging

- Pack the products in their original state and packaging into a box
- Place the completed return form inside the box
- Firmly affix the provided return label to the box in a visible location

### Shipping

- Drop off the package at a PostNL office
- Keep the shipping receipt safe

## Refund

### When will we refund you?

We will transfer the costs you incurred (purchase and original shipping costs) to you within 14 days of cancellation.

### What will you get back?

You will receive the full purchase amount back, excluding the originally paid shipping and payment costs.

### Where will I receive the refunded amount?

We will refund the amount in the same way you paid. If this is not possible, we will contact you.

### Return shipping costs

The return shipping costs are at your own expense. If you receive a product that is damaged or incorrectly delivered, return the product, and we will either send you a new one or refund the original purchase amount.

## Return form

Include this completed form with the return shipment.

### Details

Name:	Order number:
Address:	Customer number:
Postcode:	IBAN:
City:	Name account holder:
Telephone number:	Date of return:
Email address:	

### Reason:

<input type="radio"/> Defective	<input type="radio"/> Double delivered
<input type="radio"/> Wrong product	<input type="radio"/> Does not meet expectations
<input type="radio"/> Transport damage	<input type="radio"/> Ordered wrong
<input type="radio"/> Otherwise, namely:	

### Return products

Number	Product number	Description

**Explanation**

## Return Instructions

### Returning Items

Ensure that:

- The items are complete.
- The items are in their original, undamaged packaging.
- A copy of the invoice and the return form are included.

### Handy Tips

We aim to process your return as quickly as possible. Here are some useful tips:

- Make sure to pack the items well to prevent damage during transport.
- To save waste, you can reuse the box in which we sent you the product.
- Make sure the address label is clearly readable.

### Shipping

Take the package to a PostNL office of your choice. You will receive a shipping receipt. Keep it safe until the return is fully processed, as it serves as proof of shipment and may be requested if the package is lost during transport.

### Processing

Once the return has been processed, you will automatically be notified. We aim to do this as quickly as possible. If you haven't heard from us after 14 days, please contact our customer service.

**Cut out the address label below and affix it visibly to the box.**

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### Sender

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**STOER Bikes BV**  
Returns department  
**Burgemeester**  
**Hoffscholteweg 1-09**  
**1431 DN, Aalsmeer**