

RETURN POLICY

The purpose of this document is to outline the Return Policy of CYCLEPATHS for its customers interacting with its eCommerce websites CyclePaths.com

Returns

Our policy lasts 15 days. If 15 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in sellable condition. **Damaged product is not eligible for return.** It must also be in the original sealed packaging. To complete your return, we require a receipt or proof of purchase.

First Step

Within 15 days of your purchase, please send us an eMail with the reason you want to return your product. We will then provide you with a Return Material Authorization ("RMA") number and instructions on how to return your product. **Please note that items returned without a RMA number will not be processed for credit and replacement.** Please send your return request to orders@cyclepaths.com.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed and a credit will automatically be applied to your credit card or original method of payment, within 10 days of receipt.

Late or missing refunds

If you haven't received a refund yet, first contact your credit card company, it may take some time before your refund is officially posted. If you've done all of this and you still have not received your refund yet, please contact us at info@cyclepaths.com.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at orders@cyclepaths.com.

Gift Cards

Gift Cards are considered as non-returnable items.

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift card will be emailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you are receiving a refund, the cost of return shipping will be deducted from your refund.

If you are exchanging a product please be patient. Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Important - If the shipping company delivers a damaged box, please refuse to accept the box.