

THE ARK CYCLES CLICK & COLLECT

Our Click & Collect service offers all the benefits of shopping online combined with specialist personal retail experience in one of our stores. Simply order your items, select Click & Collect and pick up your item at a time that is convenient for you. Best of all the service is completely FREE!

1. Add your items to your basket

Use our website to browse our catalogue of products with stock availability. When you find the item you want simply add it to your basket like you usually would. If you have not found the bike you are looking for to collect, please contact us via phone or email and it is possible to pre-order the bike to collect on arrival.

2. Checkout using Click & Collect

Scroll down and choose Click & Collect as your delivery method.

FREQUENTLY ASKED QUESTIONS

When can I collect my order?

For items in stock at the chosen collection store, we will normally have your item ready to collect within 1-4 working days.

How will I know when my order is ready?

For every order we will send you an e-mail to let you know when your order is ready to collect. If you've ordered a bike we will contact you once you have placed your order to arrange a collection time.

What do I need to collect my order?

Please bring with you your confirmation e-mail, a photo proof of ID (i.e. passport, driving licence), and proof of address.

We will hold your order in store for 10 days, if you have any problems with getting to the store to collect your order please feel free to contact the collection store and we will happily extend this time where possible.

Can Someone Else Collect My Order?

Please contact the store you have chosen to collect from in advance and we will do our best to accommodate any changes relating to collection.

How do I cancel/change my order?

If you wish to cancel your order or make any changes, please contact the store directly, please note, full refunds will be made via the original transaction made with our online team.

How do I return my order?

Our normal returns policy applies to all Click & Collect orders, for more information see our returns policy. You can also return directly to the store.