

THE ARK CYCLES RETURNS POLICY

REFUNDS

Refunds are processed by the same method of payment used for the original purchase. All debit and credit card refunds can only be made to the card used for the original transaction. If a refund is being made to cash, you will need to give us 7 days prior notice.

STORE PURCHASES

Should you be unhappy with a purchase from one of our stores, please return the goods with proof of purchase within 7 days for a full refund, or within 30 days for a credit note. Any items can be returned providing they are returned in their original condition – unused (unless the goods are faulty). **We reserve the right to refund or exchange special orders or bike purchases.**