At Stif we pride ourselves on our superb Customer service and here is a typical example of our commitment to you:
If you make a purchase from Stif and upon receipt of the goods decide you have the wrong size, you don't like the colour, or you've simply just changed your mind, you can have a replacement or a full refund...your choice.
So here's the deal. If you buy something from us and later decide you made a mistake, it's simple:

Exchange or Refund goods – Please return the goods unused and in the original and undamaged packaging **within ten days** for a full refund or replacement. Under these circumstances we cannot refund any postage charges.

DVD's or food products must have the original seals intact for obvious reasons.

Damaged / Incorrect Goods - In the event of you receiving goods which have been damaged in the post or that have been sent to you incorrectly, the goods may be returned (with the original packaging), within 14 days, and you will receive a full refund of the cost of the goods plus your return postage charges.

Warranty Returns - In cases where a product develops a fault, you should notify us as soon as possible. You must then return the faulty item to us for inspection at your own expense. You should use an insured delivery service and obtain proof of posting in case of loss or damage en route to us. When we receive the product, it will be inspected and we will decide how best to assist you. In some cases we will fix the problem ourselves, but in most cases we will return the item to our supplier on your behalf.

When returning goods we advise you to post using Royal Mail's standard 1st class recorded delivery, to the address below, as we cannot accept responsibility for items lost in the post.
The Stif returns procedure does not affect your statutory rights as a Consumer.

Please fill in the following information to enable us to speed up your order processing (especially if you photocopy this form)

Order Name: _____

Order Postcode: _____

Order Number: _____

Contact Telephone Number: _____

So what would you like? Please also indicate on the receipt which items are being returned.

Refund **or** **Exchange**

For what reason? Please indicate.

- I need a different size/colour please _____
- Incorrect item(s) received _____
- Faulty / damaged goods _____

A photocopy of this form is acceptable. Please include your return address and contact telephone number.
If you have any queries please contact Mail order services at: **returns@stif.co.uk**
Telephone: **01423 780738**

Stif Mountain Bikes, Returns Dept. – Unit 2 The Beech New York Mills Summerbridge HG3 4LA

Please fold here and use this address label for return postage purposes – Consult your local Post Office for fees

--fold here----------fold here--

MAIL ORDER RETURNS DEPARTMENT

STIF MOUNTAIN BIKES,
UNIT 2, THE BEECH
NEW YORK MILLS INDUSTRIAL ESTATE
SUMMERBRIDGE, HARROGATE, HG3 4LA
HG3 4LA