**MJM Website Return Policy**

At MJM Wheels, we want to be fair to you, but we also need to be fair to our other customers as well.

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Bikes that are returned with more than a  few kilometres on it, or bikes that are dirty, scratched, or shows signs of use cannot be re-sold as a new bike. That means the return price will now be discounted accordingly.

Returned ebikes must be returned with the battery, charger, and original invoice. The battery and charger will be checked to confirm they are in operating condition, and the ebike is to be clean, and unscratched, prior to proceeding with a credit.

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Assuming the above conditions are approved, the additional conditions to be met before issuing a credit are…

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**1 - Brand New**:

If returned within 7 days of the receipt, and with less than 2 km on it, and the above conditions is a) are met, we will offer a full refund. If returned after 7 days, but with more than 2 km on it, #2 below applies.

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**2 - Light Use**:

if returned within 15 days of the receipt, with less than 35 km on it, and the above conditions in a) are met, we will offer an 85% reimbursement of the original price. The 15% re-stocking fee /discount is because we can no longer sell the ebike as new and will have to discount it to sell it off.

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**3 - Used:**

If an ebike is returned with more than 35 km on it, or after 15 days of the original date of purchase, or is in a dirty or a scratched condition, as a retailer of new ebikes, we cannot take it back. There are other options though which we would be more than happy to help you with, as many of our retailers would be happy to purchase a used bike.