

Contoso Bikes Policies

Return Policy

At Contoso Bikes, customer satisfaction is our top priority. If you are not completely satisfied with your purchase, you may return most items within 30 days of delivery for a full refund or exchange, subject to the following conditions:

- **Eligibility:** Items must be unused, in their original packaging, and accompanied by a receipt or proof of purchase.
- **Non-Returnable Items:** Custom bikes, gift cards, and clearance items are not eligible for return.
- **Return Process:**
 1. Contact our customer service team to initiate a return by emailing support@contosobikes.com or calling 1-800-BIKE-123.
 2. Our team will provide you with a Return Merchandise Authorization (RMA) number and shipping instructions.
 3. Securely package the item, include all original materials, and clearly mark the RMA number on the package.
 4. Ship the item to the address provided by our team. We recommend using a trackable shipping service.
- **Refunds:** Refunds will be processed to the original payment method within 7 business days after we receive and inspect the returned item. You will receive an email confirmation once your refund has been issued.
- **Exchanges:** If you wish to exchange an item, please specify the replacement product when contacting customer service. Exchanges are subject to product availability.
- **Return Shipping:** Customers are responsible for return shipping costs unless the return is due to a defect or error on our part. In such cases, we will provide a prepaid shipping label.
- **Damaged or Defective Items:** If you receive a damaged or defective item, please contact us within 7 days of delivery. We will arrange for a replacement or refund at no additional cost.
- **International Returns:** International customers are responsible for all return shipping fees, duties, and taxes. Please contact our support team for specific instructions.

For more information, please contact support@contosobikes.com.