



BIKE SHOP

— MAJCOWSKY —

DELIVERY AND RETURNS POLICY

I. DELIVERY

Delivery time: Orders are processed within 10 working days. In accordance with EU law, goods must be delivered within a maximum of 30 days from the date of purchase, unless otherwise agreed.

Delivery costs: Shipping costs depend on the size of the items (bicycles/accessories) and are indicated in the shopping basket before payment.

Shipping methods: We use DHL, GLS, PostNL, Bpost or our own transport for standard city bikes, electric bikes, MTBs and gravel bikes.

Bicycles are shipped in specialised protective packaging.

Risk of damage: The shop is liable for damage caused during transport until the goods are physically taken into possession by the customer or a third party (e.g. a neighbour). Please check the shipment with the courier.

Local delivery in Belgium: We offer the option of personal collection at our

Bike Shop Majcovsky Gitschotellei 99 2600 Antwerp Belgium at no additional cost.

II. RIGHT TO WITHDRAW FROM THE CONTRACT (RETURNS)

Return period: The consumer has the right to withdraw from the contract without giving any reason within 14 calendar days of receiving the goods.

How to notify us: To exercise your right of return, you must notify us (e.g. by email to info@bikeshopmajcovsky.com) before the above deadline. You can use the EU withdrawal form.

Condition of goods: The returned bicycle or accessories must be in an unchanged condition. The consumer is responsible for any reduction in the value of the goods resulting from their use in a manner exceeding that necessary to ascertain the nature, characteristics and functioning of the goods (e.g. test ride in difficult terrain).

Exclusions: The right of return does not apply to bicycles built to special order (customised specifications).

III. RETURN COSTS AND REFUNDS

Return shipping costs: The direct cost of returning the goods shall be borne by the Customer, unless the shop expressly declares that it will cover these costs. Due to the size of bicycles, this cost may be higher than for a standard parcel.

Refund: We will refund all payments received (including the cost of the cheapest delivery offered by us) within 14 days of receiving the return information. We may withhold the refund until we receive the goods or proof of their return.

Refund method: Refunds will be made using the same payment method used in the original transaction.

IV. WARRANTY AND COMPLAINTS (WARRANTY)

Legal warranty: All new goods sold in Belgium are covered by a 2-year legal warranty for manufacturing defects and non-compliance with the contract.

Presumption of defect: If a defect becomes apparent within 2 years of delivery, it is assumed that it existed at the time of purchase (in accordance with the latest EU regulations of 2022).

Procedure: If you find a defect, please contact us at:

info@bikeshopmajcovsky.com

Repairs or replacements are free of charge.