

Cancellation Policy

You can return an item for a full refund or exchange up to 28 days after you have received it.

If you would like to return a bicycle, please contact us by email at help@littlebike.co.uk and we will arrange for the bike to be collected and returned at our expense. The bike must be properly packed using the packing materials (or similar) they were sent with. If the bike has been damaged in transit to us due to poor packing, we reserve the right to charge you for that damage.

If you would like to return helmets, clothing or accessories, please send it back to us at the address below with the returns slip included with your order to let us know if you would like a refund or exchange.

Returns address:

The Little Bike Company Ltd
Unit 11 Canalside
Northbridge Road
Berkhamsted
HP4 1EG

Consequences of cancellation

If you withdraw from this contract we will refund all payments received from you, excluding shipping costs, without delay and at the latest within fourteen days of receiving the notification of cancellation. We will use the same method of payment for reimbursement that you used in the original transaction unless otherwise expressly agreed upon with you. You will not be charged any fees for this reimbursement. We may refuse reimbursement until the goods have been returned to us or until you provide proof that you have shipped the goods back, whichever comes first.

You must ship back or deliver the goods to us without delay and within fourteen days of the date on which you notified us of your withdrawal from this contract. The deadline is met if you send the goods within the fourteen-day period.

We will cover cost of returning bicycles using our nominated courier. We will not cover the cost of returning clothing or accessories (unless they are faulty or misdescribed).

You may be charged for a depreciation in value of the goods if we inspect the quality, features and functioning of the goods and find that the goods have been used improperly.