

Returns & Refunds Policy

Velo Vertical Bike Mounts

We want you to be happy with your purchase. If you change your mind about an order, you can return it in accordance with the terms below.

Returns

You may request a return within **14 days of receiving your order**.

To arrange a return, please contact us with your order number and reason for the return. Items should be returned unused and in their original condition and packaging where reasonably possible.

The cost of returning an item because you have changed your mind is the responsibility of the customer.

Refunds

Once we receive the returned item and confirm that it is in an acceptable condition, we will issue a refund to the original payment method.

Refunds will normally be processed within **14 days** of receiving the returned item.

Original standard delivery charges will be refunded where required by applicable consumer law.

Faulty or Damaged Items

If your item arrives damaged or develops a fault, please contact us as soon as possible with details of the issue and, where appropriate, photographs.

We will assess the issue and, where the product is faulty or damaged, provide an appropriate remedy in accordance with your statutory consumer rights.

Contact

For returns or refund enquiries, please contact Velo Vertical Bike Mounts through the contact details provided on our website.

This policy does not affect your statutory consumer rights.