

RETURNS SLIP

Hello,

We want to deliver the best service possible. To help us do so, please fill out the returns slip below and enclose it with the dispatch note (if you have one). Also, double check that all packaging is safe and secure before you send it to avoid any damage during transit.



[Mountain Bike
Packaging Video](#)

If you are sending your bike to us, check our video tutorial on how to package your bike in the Bike Guard on our YouTube channel, just scan the relevant QR code.



[Road Bike
Packaging Video](#)

Thanks for your support!

Customer Number:

Order Number:

Surname, First Name:

Street:

Postcode, Town/City:

IBAN, BIC:

ARTICLE NUMBER	AMOUNT	REASON FOR RETURN	COMMENTS	REASONS FOR RETURN
				<ol style="list-style-type: none">1. Not satisfied with product2. Product differs from description3. Product too small/too big4. Wrong product ordered5. Wrong product delivered6. Multiple items ordered to choose from7. Items missing from delivery8. Delivery took too long9. products damaged / defect, packaging intact10. products damaged / defect, packaging damaged11. Other (please give details)

Have you remembered everything?

- ☐ Register your return on the Canyon website
- ☐ Repackage your item(s) / pack your bike in the Canyon Bike Guard
- ☐ Include a copy of your receipt in the returned package
- ☐ Get your returns label from the Canyon website and attach it to the package
- ☐ Take care of all necessary customs declarations (only for returns from outside the EU)