

Emu Returns

We're confident you won't need to return an Emu product but for peace of mind, we'll support you if you do

Can I return an item?

- We offer a 14 day returns policy for all our bikes. As long as the bike shows minimal signs of use and can still be considered 'new', you have the option to return the bike within 14 days of delivery. All items within this period must be returned with their original, undamaged packaging.
- All Emu bikes are covered by a warranty which can be seen [here](#). If, in the unlikely event you have a fault with your bike within the terms of the warranty, the bike can be returned for repair.
- If you purchased your bike through an Emu stockist, please contact your stockist for a return in the first instance.

I think my Emu bike needs repairing, what do I do?

- Any qualified local bike mechanic can service our bikes. We recommend any of our [Emu Stockists](#) or the excellent [Velo City Cycling](#) mobile repair service for visits at work or at home within the M25.
- If none of the options above are available to you, please get in touch with us via salesupport@emubikes.com.

How do I return an item?

- If you choose to return an item, you'll need to fill in the [returns request form](#) and provide proof of purchase.
- You'll cover the cost of returning the item. However, if the product is found to be faulty, we'll refund the cost of the postage once we've received and checked the fault.
- We strongly recommend having the item tracked and getting proof of purchase (this is required to refund the cost of postage).
- Alternatively, you can request we arrange courier collection at a cost of £50 per bike, or £10 for other items using the form below.

I've thrown the original packaging away, how do I send the product back?

- Bike packaging can be purchased for £20. Please contact salesupport@emubikes.com if necessary.
- For all other items, original packaging should be used where possible or you'll have to package items yourself.