

Customer service

Phone +49 351 811 975 90
 Service hours Mon - Fri 8 am - 4 pm
 E-mail support@r2-bike.com
 URL www.r2-bike.com

Return form

In order to be able to process your return as soon as possible, we kindly ask you to enclose the completely filled return form with your shipment. Thank you for your help.

Return steps:

- I do use of my right of withdrawal (up to 14 days after receipt of the order)
- I do use of the extended r2 right of return (up to 100 days after receipt of the order)

Name	
Customer ID	
Order ID	
Invoice ID	

Please give at least two details! Check your delivery note or order confirmation e-mail.

Return items

QTY	Item number	Description	Reason for return*

*Reasons for return

- 01 don't like the article
- 02 doesn't fit / ordered incorrectly
- 03 not as described (brief explanation please)
- 04 too late
- 05 wrong item
- 06 defect in mint condition (brief explanation please)

We will inform you by email when your return is in process. The refund will be made in the same way as the original payment.

Exception: Payment by cash on delivery. In this case, please fill in the fields below.

Account holder (only for cash on delivery)	IBAN

Date

Signature