



RETURN POLICY

Our cancellation period expires 14 days after the day on which you, or a third party designated by you other than the carrier, have received the product. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

During this period, you can do that with the product that is reasonably necessary to assess the product. You may try the product as you would in a physical store. You can also remove the product from the packaging, unless the packaging contains a seal. If you have done more than was necessary to try the product, we can charge you for this.

RETURN

To use your right of withdrawal we request you to send us an e-mail, whether or not including the model form, via info@9thwave-cycling.com. You must return the products within 7 days after sending the e-mail. You must return the product in its original packaging. To be eligible for a return, your item must be unused and in the same condition that you received it. If you are shipping an item over € 75,- you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

SHIPPING

To return your product, you should mail your product to: Aalbosweg 21, 8171MA, Vaassen, Netherlands. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

REFUNDS (IF APPLICABLE)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

In the event of a cancellation, you will receive all payments as quickly as possible and no later than 30 days after you have indicated that you wish to make use of the right of withdrawal. Within the Netherlands we will also refund the delivery costs that we made to ship the item to you.

We will refund you with the same payment method you paid with, unless you agree with us on another method. You bear the costs for the return shipment.

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@9thwave-cycling.com.



EXCHANGES (IF APPLICABLE)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@9thwave-cycling.com.

EXCLUSION OF RIGHT OF WITHDRAWAL

The right of withdrawal is excluded for:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Only regular priced items may be refunded, unfortunately sale items cannot be refunded.
- Products that have been made to your specification, such as custom wheels and wheels
- Custom ordered clothing and accessories
- B2B/Wholesale customers
- Any item that is returned more than 14 days after delivery

MODEL FORM FOR CANCELLATION

To 9th Wave BV

Aalbosweg 21

8171 MA Vaassen

The Netherlands

info@9thwave-cycling.com

I hereby inform you that I revoke our agreement regarding the sale of the following goods.

Article:

Ordered on:

Received on:

Your name:

Your address:

Signature:

Date:

To complete your return, we require a receipt or proof of purchase.