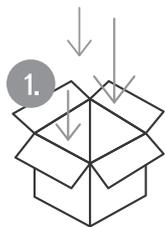


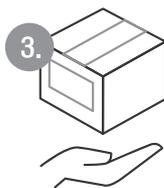
RETURNS PROCEDURE



1. Ensure packaged item(s) are in original packaging and well-sealed. (All items that were sent with the order must be returned also i.e. tags, manuals/ instructions etc.)

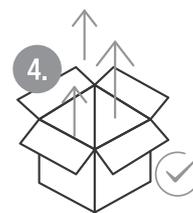


2. Fill out the Return Form overleaf with as much detail as possible and include the form with the item.



3. **Address the package to:**
Rider Care Web Returns
Specialized New Zealand
22 Clarence St, South Addington
Christchurch
New Zealand, 8024

Take your item to your nearest postage outlet or book it in with your local courier for collection. Cost of shipping is your responsibility.



4. Once your return(s) are received, we will complete the return as promptly as possible, subject to the return being made in accordance with this policy.

RETURN POLICY

- At Specialized we are about the rider. Accordingly, we understand that your gear needs to be perfect for your chosen discipline. If you are not 100% satisfied with your purchase from the Specialized New Zealand webstore you may return the goods to us in the manner specified in this policy within 30 days of delivery to you, for a full refund. If a return older than 30 days reaches our address, Specialized New Zealand cannot accept the returned items and cannot give a refund under this Return Policy.
- Any product that is damaged, washed or worn in any way, or is missing the original box, packaging material, contents, accessories, and/or manuals (i.e. any product not in "sellable" condition) cannot be accepted as a return.
- Specialized New Zealand will not refund the shipping costs you paid for the initial purchase of the product. Specialized New Zealand will only refund the cost of the returned product, if it is deemed acceptable for return.
- Products purchased on the Specialized New Zealand webstore can only be returned direct to Specialized Head Office as per instructions outlined above. Webstore products cannot be returned to a retailer that stocks Specialized products.
- Proof of purchase is required for all returns.
- The returns policy on this page are applicable to online sales only.
- Specific warranty terms may apply to technical products.

RELATED QUESTIONS

CAN I RETURN A PRODUCT TO A STORE THAT STOCKS SPECIALIZED PRODUCTS?

Unfortunately, no you cannot return products purchased from our webstore to a store that stocks Specialized products. All goods purchased from the Specialized New Zealand webstore can only be returned directly to Specialized New Zealand to the address specified below. Physical retail stores, being independent, cannot accept or process webstore returns.

CAN I EXCHANGE A PRODUCT?

We are unable to exchange products. If you wish to exchange a product, you will need to return your purchase for a refund and then place a new order.

WILL YOU REFUND MY SHIPPING COSTS IF I RETURN MY ORDER?

Specialized New Zealand will refund the complete cost of the return, we will not refund the shipping costs.

WHEN WILL I GET MY REFUND?

Your refund will be processed as soon as the product you have returned is inspected by our Rider Care team and it is confirmed that it fits within our Returns Policy. This quality check can take up to 1 week from receipt, however we endeavour for it to be less. Once the return has been approved, it takes 1-2 days for the refund to be made by Specialized New Zealand to your payment services provider (for example your credit card supplier).

Please note that the time taken for a payment services provider to provide you with your refund can vary depending upon the provider.

CONTACT US



PHONE NUMBER
0800 854 893



EMAIL
ridercare-nz@specialized.com



HOURS
Monday to Friday, 9:00am to 5:00pm

RETURN FORM



To be completed and placed in the package to be returned to Specialized New Zealand.
Please follow the return procedure overleaf.

NAME:

EMAIL:

PHONE NUMBER:

ORDER NO:

CODE	DESCRIPTION	SIZE	QTY	REASON CODE

REASON CODE

- | | | |
|---------------------|------------------------------------|-------------------|
| 1. Doesn't suit me | 5. Did not match description/image | 9. Change of mind |
| 2. Too small | 6. Received multiple similar items | 10. Other |
| 3. Too big | 7. Incorrect item sent | |
| 4. Arrived too late | 8. Item was damaged | |

If the product is defective, please describe the perceived fault or defect in as much detail as possible:

PLEASE NOTE

- Products purchased from Specialized website must be returned to Specialized Head Office. Webstore products cannot be returned to a retail store that stock Specialized products.
- Please return your unwanted items within 30 days of purchase for a refund.
- All items must be in a re-sellable condition.
- All refunds will be made as per the original method of payment.
- The postage method and associated costs for sending product back is your responsibility.

STILL HAVE QUESTIONS?



PHONE NUMBER
0800 854 893



EMAIL
ridercare-nz@specialized.com



HOURS
Monday to Friday, 9:00am to 5:00pm