

Return Merchandise Authorization (RMA) Form

Complete this form and include with your items being returned. Completing this form implies that you have read and understand our Warranty & Returns policy as explained at hybridbikes.co.nz

For your protection, we suggest that you ship the goods to us with a freight service that provides a Signature Required on delivery option. Please ensure you retain a record of your shipment until you have received your replacement or refund. For additional information, please contact our customer service department at info@hybridbikes.co.nz

Please do not tape up or attach labels directly to the retail packaging, please wrap the product first.

Customer Order Number:	Invoice No.:
Name:	Phone:
Street:	
Suburb/Town:	State/Post Code:
email:	Date:

Please Send All Returns To:

info@hybridbikes.co.nz

Items to Return

	Qty to Return	Returns Code

Returns Codes

31	Ordered Wrong Item
32	Parts Missing
33	Not As Advertised
34	Clothing Did Not Fit*
35	Faulty On Arrival
36	Warranty
37	Other – Please Explain
*	Note: Cycling shorts cannot be returned due to hygiene reasons.

If Other (eg refund required), please explain...

Exchange Details

Item Number	Description/Name

For Administration Only

Goods Accepted For Exchange/Refund	☐ Yes ☐ No	Authorised By _____
RMA Number		
Credit Order Number		Refund Amount _____
Customer Order Number -Exchanges		
Customer Account Number		Order Release Actioned by _____
Credit Note Number		Refund Authorised by _____
DPS Authorisation Code		Date ____ / ____ / ____
M3 Voucher Number		Date ____ / ____ / ____