

Terms and conditions

At all times we do strive to offer the best customer service. Just so that you are aware, we do have terms and condition that are laid out below:

Orders – Parts, accessories and clothing – non-stock items

1. Full payment is required on orders over £50 and for items that we do not usually carry in stock but will be delivered with 5-10 days – the balance being payable on collection.
2. A 50% deposit is required for items above that take more than 10 days to deliver.
3. We will inform you once an item is ready for collection. If it is not collected within 3 months of this date, we reserve the right to sell the item.
4. A deposit can only be refunded if we have made a mistake and the item is incorrect. Or if the item has not been delivered to us and you wish to cancel (unless it is a “special order” and cannot be cancelled with the supplier).
5. A deposit will not be refunded if you just “change your mind” unless we have not received the product and can cancel it with the supplier.
6. Certain companies allow the return of clothes and shoes if they are not the correct size – you will be informed of this when ordering, so that we can ensure that we can get the correct size for you. This only applies to items tried on in store and only if items are returned for the correct size.
7. If you ignore our advice prior to placing an order regarding sizing, colour match, compatibility, fit, style or suitability of any product for you or your bike, and then you decide that it's wrong because of one of the above, the deposit will not be refunded, we will expect you to pay the balance and the product will be yours.
8. Custom or made-to-measure parts/clothing: once manufacture has commenced the order cannot be cancelled. If the item is not collected the customer will forfeit the deposit and the item remain the property of Bicycles by Design (PS Leisure Ltd). If the customer chooses to collect the item the remaining balance will be payable.

Orders – Bicycles and Frames

1. Orders for Ridgeback, Ridley, Genesis, Salsa and non-custom Van Nicholas and Tout Terrain.

- 1.1. A minimum 50% deposit is required, with the balance paid on collection or prior to delivery.

2. Orders for custom bicycles (note 1) from any supplier including Landscape and Swallow.

- 2.1. A minimum 50% deposit when placing the order – we will inform you of an expected delivery date as soon as is possible.
- 2.2. A further payment of 25% of the estimated total bill is required 4 weeks prior to delivery/collection date with the remaining balance payable on collection/delivery.

3. Orders - Made-to-Measure/Custom/Bespoke Frames (note 2) – Landscape, Swallow, Van Nicholas, Co-Motion or any others we sell.

- 3.1. A minimum 50% deposit when placing the order – we will inform you of an expected delivery date as soon as is possible. If the delivery date of a frame (usually a Swallow bespoke) is greater than 20 weeks away a deposit of £300 can be paid (this includes £95 measuring consultation fee if already made), with the remaining amount that would make up the 50% deposit payable 12 weeks from estimated delivery date. See note 3 regarding this.
- 3.2. A further payment of 25% of the estimated total bill (if the frames is being built up into a bicycle or tandem) is required 4 weeks prior to delivery/collection date with the remaining balance payable on collection/delivery.
- 3.3. At any time during a frame order you can add the complete or part equipment order for the bike build. This will be teated as a second order and the same T&C.
- 3.4. When ordering a Swallow Bespoke or Landscape made-to-measure frame, please note: we do not supply these without our name decals.

4. Frame repairs and Booked servicing.

- 4.1. For frame repairs and/or including painting, a 50% deposit of the total estimate is required if the estimate is over £300 before we will commence the work required.
- 4.2. All booked servicing must be paid for in full when booking.

Collection of Bicycles and frames

It is assumed that you would normally collect your order as soon as it is available or up to two weeks after you have been informed that it is ready. However unless there are mitigating circumstances the following applies:

1. If you are unable to collect within 2 weeks of being informed that your order is ready, the final balance is payable in full within one week of being informed and we will store your bicycle/frame free of charge for up to 4 weeks.
2. If the 4 week storage period is exceeded, we may implement a storage charge at our discretion – you will of course be contacted prior to this to discuss the situation.

Cancelation of bicycle or frame orders:

1. If the order is cancelled before either the bicycle or frame has been sent from the supplier or manufacture/assembly commenced, then a refund of the deposit can be made (note that once a drawing is signed off by the customer, that initiates the manufacturing process). However, if the customer has been measured and/or drawings produced as part of the order process, and/or a amount of time has been spent discussing and designing frame or bike, an appropriate charge (based on £50 per hour) for this will be deducted from the deposit (unless already paid). The sizing information/drawings and/or specification sheets will be handed over to the customer.
2. Once the manufacture of a Made-to-Measure/Custom/Bespoke frame has been started, the order cannot be cancelled. If the frame is not collected the customer will forfeit the deposit and the frame remain the property of Bicycles by Design (PS Leisure Ltd). If the customer chooses to collect the frame the remaining balance will be payable.

Other products and services: Please refer to Frame Building Courses and Tandem Experience sections of the web-sites for specific T&C concerning those products and services.

Force majeure: From time to time some things happen that are out of our control and this may effect many things such as delivery dates for products (usually) or the cost of an item (very occasionally). In these circumstances we will discuss with you fully the whys, the wherefores and solutions that can be offered for the situation in good time so that it is not a surprise for you. On the whole we are reasonable and empathetic as we don't like letting customers down, however, we will not be drawn into a discussion concerning discounting a product or offering a price reduction because an item is later than was expected. We work very hard to produce and source products for our customers and offer very high standards of customer service all of which you will receive (and more so) if through circumstances outside of our control, an item is delivered a bit late. In the case of bespoke frames, although we do plan our production times based on an average completion time, sometimes some frames take an awful lot more time than is predicted. This also has a knock on effect to delivery times afterwards, so please do bear with us on this, as each frame is as unique as you.

Notes and definition of terms:

1. **Custom bicycle:** a bicycle of tandem built to a customer's specification using a stock frame from our suppliers and standard parts available from our suppliers.
2. **Made-to-Measure/Custom/Bespoke frames:** a frame that is made specifically for a customer in terms of size, design or paint finish.
3. **Deposits for Bespoke Swallow frames:** As these can have the longest lead times, the deposit structure can be as follows: If the estimated delivery time is approximately 20 weeks or less our standard 50% deposit with order terms will be used. If the estimated delivery time is greater than 20 weeks, then customers can opt to pay a £300 deposit (this includes a measuring consultation of £95) and then the remaining balance to make up 50% of the frame cost is due 18 weeks from the estimated delivery date. The £300 deposit is not refundable if the order is cancelled. See notes above regarding cancelation of orders once a 50% deposit is made.

Payments and discounts:

- **Cyclescheme and similar voucher schemes:** We do accept Cyclescheme (and other "scheme") vouchers up to £2000 on bikes except Landescape, Swallow and Tout Terrain (please bear in mind that while you maybe saving 30% , we have 10% (in some cases 15%) of the voucher value deducted from the what is paid to us by the schemes).
- **By credit or debit card direct** at the shop or calling us with your details. For security reasons we do not store clients card payments details, so we will contact you if/when we require further payments for

an order.

- **By BACS:** Our bank details are: Barclays; sort code 20-53-22 Account number: 83594602 IBAN: GB14 BARC 2053 2283 5946 02. Where possible please reference your payment with your name and work order number if we give you one. If you wish to pay £100 by credit card on orders for the insurance offered on the whole purchase by some card companies, then we are happy to do that.

These terms and conditions do not affect your statutory consumer rights.

PS Leisure Limited 9th June 2015