Returns and warranty

What customers can return, for how long, and who approves refunds.

Clothing, accessories and parts

- Returnable within 30 days if unused and in the original packaging, with the receipt or order number.
- Refunds go back to the original payment method.
- Not returnable: tires and tubes once fitted, and anything fitted to the customer during a bike fit.

Bikes

- Returnable within 14 days if the bike hasn't been ridden outdoors and is in the condition we handed it over.
- After that, or if it has been ridden, the store manager can offer an exchange or store credit.

Online orders

- Return by mail within 30 days, or bring the item to either store.
- The customer pays return postage unless we sent the wrong item or it arrived faulty.

Who approves a refund

Store staff can approve refunds up to $50. Anything over $50 is approved by Ian Whitlock, the owner. Tell the customer the day they'll hear back.

Workshop guarantee

- If an adjustment we made slips within 30 days, we fix it free.
- Every new bike bought from Northgate gets a free safety check within 60 days.

Manufacturer warranty

Frames, forks and e-bike batteries are covered by the manufacturer's warranty. The customer brings the bike to either store, we inspect it and send the claim for them. E-bike claims go through the Canal Wharf workshop.

> We don't price-match other retailers. Store managers can make one-off goodwill gestures up to $50.