Store guide

Where we are, when we're open, and how online orders work.

Stores

Store	Address	Phone	Manager
High Street	412 High Street, Ellisford, TX 76594	(254) 555-0142	Claire Bannister
Canal Wharf	Suite 2, Cotton Exchange Building, 18 Canal Wharf, Ellisford, TX 76595	(254) 555-0187	Rob Dwyer

Online orders are packed at the Unit (Foundry Lane Business Park), which is not open to customers. Email for both stores and the website: hello@northgatecycles.com.

Opening hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
High Street	9am–6pm	9am–6pm	9am–6pm	9am–7pm	9am–6pm	9am–5:30pm	Closed
Canal Wharf	10am–6pm	10am–6pm	Closed	10am–7pm	10am–6pm	9am–5pm	10am–4pm

Online orders

- Orders placed by 1 p.m. on a weekday ship the same day. The carrier collects at 3 p.m., Monday to Friday.
- Bikes are in-store pickup only. The boxed bike goes to the chosen store on the next van run, a mechanic builds it, and the store calls the customer.
- Order numbers look like NG-2026-00412. Register sales use the same numbers.

Prices and offers

- Shelf and website prices are in US dollars before Texas sales tax of 8.25%, which is added at the register and at checkout.
- Accessories bought together with a new bike are 10% off.
- Canal Wharf rents out two demo e-bikes on Sundays for $25 a day.