

## Return Note

Dear Rider,

our mission is simple—to be the brand of choice for discerning riders. With that in mind, we offer a free return within 30 days on any new or un-used item. Whether you've changed your mind, or simply ordered the wrong size, just follow our simple returns process below and you can send your parcel back to us for free.

### Returns

To return any item on your order, please follow the instructions below.

1. Complete the return form below, including the reason for return for each item.
2. Pack all of the items in their original, un-damaged packaging and place inside the box, making sure to include this returns note.
3. Visit our online returns portal at <https://support.specialized.com/pol/pl/return-policy> and book your return.
4. Drop off your parcel at your nearest DPD Pickup location.

*Please note: items orders at Specialized.com can only be returned to Specialized.com, and unfortunately not at Specialized Retailers.*

### Faulty Items

We pride ourselves on the quality of our products, however, sometimes things don't quite go to plan. If you experience a fault with any item you have ordered, then simply follow the returns process above, making sure to add the relevant number into the 'Return Reason' column.

### Questions

If you have any questions regarding your order, please visit the 'Webcare' section of our website at [www.specialized.com/ridercareform](http://www.specialized.com/ridercareform)

Order #	Item #	Item Description	Qty.	Size	Return Reason	Description of fault (if applicable)

- |                         |                       |
|-------------------------|-----------------------|
| 1. Wrong item delivered | 4. Duplicate Item     |
| 2. Incorrect size       | 5. No Longer required |
| 3. Wrong item ordered   | 6. Faulty             |

