

TERMS & CONDITIONS

1. Placing Orders

1. Orders submitted by you on the BikeShelfOne website (or via other channels) are an offer to purchase the goods at the specified price plus any delivery charges specified at the time of submission.
2. When placing orders for multiple items we will, where possible, dispatch all goods as one parcel. In some cases orders may come from multiple locations or be too large to be packaged together. In these cases you will receive multiple parcels and tracking numbers (or without tracking).
3. Pre-Order purchases will be accepted at the time of purchase and completed subject to supplier availability and your position in the waitlist.
4. We may decline to accept payment from you for the following reasons. If this occurs we reserve the right to cancel your order or request you provide additional information to verify you are the card holder.
 - 4.1. Where our fraud detection systems detect possible irregularities.
 - 4.2. Where your financial institution has declined payment.
 - 4.3. Where your payment card has expired.

2. Cancellation of Orders

1. BikeShelfOne reserves the right to cancel an order at any time before delivery has been completed/delivered for any of the following reasons;
 - 1.1. Goods ordered were subject to an error on our website, for example, in relation to a description, price or image, which was not discovered prior to the order being accepted.
 - 1.2. A regular delivery partner cannot deliver the goods to your specified address.
 - 1.3. A supplier can no longer supply the goods after promising to do so.
 - 1.4. We do not receive a reply from you within 5 business days when we have contacted you for any reason in relation to your order.

3. Shipping

1. Authority to Leave - If you select this option at checkout you accept all liability for this parcel if it is lost or stolen, as your parcel will no longer require a signature.
 - 1.1. Our delivery partners will only leave the item if they deem it to be safe to do so. In cases where it is not deemed safe they will leave an attempted delivery card.
2. In rare cases we may need to charge additional delivery fees where it is not possible to use our regular door to door courier service. In this instance you will be contacted with the option to pay for the additional freight via an invoice. If you decline to accept the additional charge we will cancel the order and refund all funds to your original purchase method.

4. Refunds

1. Refund items must be in new condition and unused. This includes all the original packaging.
2. Refunds will only be processed back to the original payment method.
3. Refunds will be processed within 2 business days of receiving the return to our warehouse.

4. Funds may take up to 5 business days to clear after processing depending on the payment method and the financial institution.

5. Purchasing

1. We are keen to buy your used bikes and equipment.
2. Chain of custody must be verified and/or proof of purchase provided.
3. Where your current bike is part exchanged against a new one, the funds will be off set against the total balance, however the old bike and funds must be provided within a timely fashion.

6. Giveaways

1. Giveaways are open to New Zealand residents only, who are 16 years of age or older at the time of their entry.
2. If one of the giveaway products is unavailable by the end of the competition, BikeShelfOne will replace it with a similar product of the same value or less.
3. If a selected winner doesn't reply to our emails in two weeks (10 business days) after we contacted them, another winner will be drawn.