

## **ROCK'N'ROLL BIKES EBAY AUCTION RETURNS POLICY**

**THIS POLICY ONLY APPLIES TO AUCTION SALES  
IT DOES NOT APPLY TO 'BUY IT NOW' SALES WHICH  
ARE SUBJECT TO THE 'DISTANCE SELLING REGULATIONS'**

- 1. ITEMS BOUGHT IN AUCTION SALES ARE NOT NORMAL RETAIL SALES. IF YOU ARE THE WINNER WHEN THE AUCTION COMES TO AN END, IT IS THE SAME AS BUYING AT THE DROP OF THE HAMMER IN A NORMAL AUCTION. WE ARE OBLIGATED TO SELL AT THAT PRICE AND YOU ARE OBLIGATED TO BUY. YOU HAVE NOT BOUGHT ON APPROVAL AND IT IS NOT COVERED BY THE 'SALE OF GOODS ACT' OR 'DISTANCE SELLING REGULATIONS'.**
- 2. IF YOU ARE BIDDING ON AN ITEM, PLEASE ENSURE THAT IT IS THE ITEM YOU REQUIRE. WE GO TO GREAT LENGTHS TO PROPERLY DESCRIBE EACH ITEM WITH AS MANY PHOTOGRAPHS AS POSSIBLE. IF THE ITEM IS NOT NEW OR HAS ANY COSMETIC OR MORE SERIOUS DAMAGE, WE WILL MAKE THAT CLEAR IN THE DESCRIPTION. IN THE VERY RARE EVENT THAT WE SIGNIFICANTLY MIS-DESCRIBE SOMETHING, THEN WE WILL REPLACE IF AVAILABLE OR REFUND THE PURCHASER, SHOULD THEY SO DESIRE.**
- 3. WE DO NOT NORMALLY GIVE REFUNDS UNDER ANY OTHER CIRCUMSTANCES. REASONS SUCH AS 'IT WASN'T WHAT I THOUGHT' OR 'IT DOESN'T FIT' OR 'IT'S THE WRONG COLOUR' ARE UNACCEPTABLE. PLEASE NOTE THAT EXACT COLOUR REPRODUCTION IS NOT ALWAYS POSSIBLE ON PHOTOGRAPHS ALTHOUGH IF IT LOOKS SIGNIFICANTLY DIFFERENT TO THE ACTUAL COLOUR WE WILL POINT THAT OUT IN THE DESCRIPTION.**
- 4. IN THE RARE EVENT THAT WE DO AGREE TO GIVE A REFUND, WE RESERVE THE RIGHT TO SUBTRACT ALL POSTAL AND DELIVERY CHARGES AND ANY VAT, EBAY, PAYPAL, BANKING OR CREDIT CARD FEES. IN ADDITION WE WILL SUBTRACT A 30 TO 50% RE STOCKING FEE (DEPENDANT ON ITS VALUE – SEE TABLE BELOW) TO COVER ADMINISTRATION, RE LISTING, ETC.**

### **RE-STOCKING FEE CHARGES.**

<b>ITEM VALUE</b>	<b>PERCENTAGE RE-STOCKING FEE</b>
-------------------	-----------------------------------

<b>UNDER £20</b>	<b>50%</b>
------------------	------------

<b>UNDER £100</b>	<b>40%</b>
-------------------	------------

<b>OVER £100</b>	<b>30%</b>
------------------	------------