



# WARRANTY/ RETURN MERCHANDISE AUTHORIZATION FORM

Email: [custcare@procyclebikes.com.sg](mailto:custcare@procyclebikes.com.sg)

## CUSTOMER INFORMATION

Invoice no.		
Name		
Shipping Address		Postal code

Contact no.	
Email Address	
Walk-In Return	
Date	

## RETURNED ITEM/S

*Staff internal use only - For exchange or refund, please indicate the follow-up action.*

S/No	Return Product ID	Return Product Description	Quantity	Color/Size	Purchase Price	Return Code	Refund/ Exchange Requested	ACTION TAKEN STATUS
1								
2								
3								
4								
5								
6								

## EXCHANGE ITEM/S *(Please indicate the item/s that you wish to exchange for from the website listed.)*

S/No	Exchange Product ID	Exchange Product Description	Quantity	Color/Size	Retail Price
1					
2					
3					
4					
5					
6					

Reason for Return Code	
<b>R1</b>	Faulty/Defective Item
<b>R2</b>	Ordered incorrectly
<b>R3</b>	Does not fit properly
<b>R4</b>	Incorrect item received
<b>R5</b>	Quality issue
<b>R6</b>	Duplicate shipment
<b>R7</b>	Warranty Claim
<b>R8</b>	Others

<b>Please give detail explanations or feedbacks on the return item/s.</b>

### INSTRUCTIONS

Please assist to fill-up the above RMA form with stated reasons of exchange and email to [custcare@procyclebikes.com.sg](mailto:custcare@procyclebikes.com.sg)

(i) For exchange or refund, please email and attach the fill-up RMA form, original invoice and ship the return products to the below-stated return address

(ii) For warranty claim, please email and attach the fill-up RMA form, original invoice and ship the return products to the below-stated return address

For more details, please refer to our website for the Return & Refund policy.

### RETURN ADDRESS

**Attention: Returns Department**  
**25 Bukit Batok Crescent ,**  
**The Elitist #02-01, Singapore 658066**

By signing I am acknowledging I have read and accepted the terms of Pro Cycle Bikes Returns & Refund policy.

Customer Signature / Date