

DELIVERY & RETURNS POLICY

Apex can deliver and assemble bikes in all mainland locations however our delivery partner, Arrow XL, cannot assemble the bikes in Northern Ireland, Isle of Man, Channel Islands, Isles of Scilly, EIRE, Scottish Offshore, Grampian and the Highlands.

If you are not fully satisfied with your purchase, you have the option to return your order within 30 days of the delivery date. The product must be returned undamaged and in the original packaging. Please note Apex will not accept items returned in non-original packaging. All returns are subject to inspection upon return.

To return your Apex Bike, please contact returns@apexrides.com to receive a Returns Authorisation (RA) number and to book a collection. A collection fee of £89 will be deducted from your refund. Any product and/or packaging found to be damaged in transit will not impact your refund amount. If the carrier is not able to collect due to goods not being prepared for transit, you may re-book the collection by contacting us at returns@apexrides.com - an additional collection fee will be charged. All goods are subject to inspection upon receipt. Any products received damaged, excluding transit damage, will incur a re-stocking fee which is determined by the severity of damage on a case-by-case basis.

We cannot accept any returns without a valid RA number.
Refunds will be issued within 1 working day of receipt and inspection.



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