



RIDING CULTURE

DELIVERY, SHIPPING AND RETURNS

www.ridingculture.com

1. Shipping costs

The shipping costs to the various shipping regions are described in detail below.

1.1 Shipping costs Switzerland / Liechtenstein

Order value up to CHF 199:	CHF 10
Order value from CHF 200:	free of charge

1.2 Shipping costs Europe 1:

Germany and Austria

Order value up to € 99:	€ 5 shipping
Order value € 100 - € 199:	€ 10 shipping
order value from € 200:	free shipping

1.3 Shipping costs Europe 2:

Belgium, Denmark, Luxembourg, Netherlands, Czech Republic

Order value up to € 99 Euro:	€ 10 shipping
Order value € 100 - € 199:	€ 15 shipping
order value from € 200:	free shipping

1.4 Shipping costs Europe 3:

France, Italy, Poland, Slovenia, Slovakia, Hungary

Order value up to € 199:	€ 15 shipping
Order value from € 200:	free shipping

1.5 Shipping costs Europe 4:

Bulgaria, Estonia, Finland, Ireland / Northern Ireland, Croatia, Latvia, Monaco, Portugal, Romania, Sweden, Spain, UK (United Kingdom)

Order value up to € 199 : € 25 Shipping
Order value from € 200 : free shipping

1.6 Shipping costs Europe 5:

Greece, Norway

Order value up to € 199 : € 50 Shipping
Order value from € 200 : free shipping

1.7 Shipping costs International Zone 6

USA, Canada

Order value up to € 199: € 45 Shipping
Order value from € 200 : free shipping

All additional costs such as import costs, customs duties, additional VAT depend on the country and must be borne directly by the customer.

1.8. Shipping costs other countries

For shipping to other countries contact info@ridingculture.com

1.9. Refund of shipping costs for returns / non-acceptance of the shipment

In the case of returns, only the final retained items will be taken into account when calculating the shipping costs. If the return falls below the threshold for free shipping, the shipping costs will be deducted from the return transfer.

If the delivery is not accepted, the shipping and return shipping costs will be deducted from the return transfer.

2. Returns

RIDING CULTURE loves satisfied customers and therefore all items can be returned within 30 days of receipt of the goods.

Returns for online orders must be entered directly in our returns portal.

As a general rule, items must not be used, otherwise the right of return expires. Returns must be complete, in undamaged original packaging and in undamaged condition. Returns, for whatever reason, must be sent to us carriage paid. Any fees and expenses incurred for repackaging or due to insufficient postage will be charged to the customer.

The shipping costs for returns shall be borne by the customer*. If the return is not made in accordance with our instructions and/or the goods have been returned to the wrong warehouse, the additional costs incurred will be charged to the customer.

The timely dispatch of the goods (postmark) is sufficient to meet the return deadline. If you make use of your right of return, the purchase contract will lapse when the goods arrive in the online store.

Please note the following information for returns from the respective country

2.1 Returns from Switzerland / Liechtenstein

Returns must be registered directly in our returns portal so that we can refund the payment.

To the Swiss returns portal : <https://shopify.com/39914799271/account>

Items can only be returned after the returns confirmation has been sent by e-mail. Otherwise we cannot a smooth process.

Our return address for orders from Switzerland and Liechtenstein is:

RIDING CULTURE
c/o THE ROKKER COMPANY AG
Industriestrasse 64
CH-9443 Widnau

*** 2.3 Returns from Germany and Austria**

Returns must be registered directly in our returns portal so that we can refund the payment.

To the EU returns portal: <https://shopify.com/36937105544/account>

Items can only be returned after the returns confirmation has been sent by e-mail. Otherwise we cannot a smooth process.

The return label for the return shipment is already enclosed with the parcel. The parcel can be posted free of charge at any GLS parcel store.

The return shipment will be sent to our warehouse in AT - 6923 Lauterach.

RIDING CULTURE
by THE ROKKER COMPANY AG
Returns
c/o Sieber Transport GmbH
Bundesstrasse 120
AT - 6923 Lauterach

2.2 Returns Europe (except Germany and Austria)

Belgium, Czech Republic, Denmark, France, Greece, Hungary, Italy, Luxembourg, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden

Returns must be registered directly in our returns portal so that we can refund the payment.

To the EU returns portal: <https://shopify.com/36937105544/account>

Items can only be returned after the returns confirmation has been by e-mail. Otherwise we cannot guarantee a smooth process.

The shipping costs for returns shall be borne by the customer. Our

return address for returns from the above countries:

RIDING CULTURE
by THE ROKKER COMPANY AG
Returns
c/o Sieber Transport GmbH
Bundesstrasse 120
AT - 6923 Lauterach

2.4 Returns from USA, Canada, Northern Ireland, UK (United Kingdom), Norway

Returns must be registered directly in our returns portal so that we can refund the payment.

To the returns portal: <https://shopify.com/36937105544/account>

Items can only be returned after the returns confirmation has been by e-mail. Otherwise we cannot guarantee a smooth process.

The shipping costs for returns shall be borne by the customer. Return

address USA, Canada, Northern Ireland, UK, Norway

RIDING CULTURE
c/o THE ROKKER COMPANY AG
Returns Industriestrasse
64
CH-9443 Widnau (Switzerland)

2.5 Purchases from other online retailers, specialist retailers and bike stores

Returns, complaints and exchanges of items purchased from another online retailer must be made with this retailer. Of course, this also applies to products purchased from specialist retailers, bike stores, etc.

If products that were not purchased directly from us are returned directly to us without our express consent, they will be sent back to the sender at the sender's expense.