MULE | Returns and aftercare

Need help with a purchase? Email mule.cycles@gmail.com or call 01691 590361, quoting your order number.

For online, phone and mail-order purchases. Updated 7 November 2026.

Changing your mind about an online purchase

For most goods bought online, by phone or by mail, you can cancel without giving a reason. Tell us within 14 calendar days after the day you receive the goods. For an order delivered in separate parts, the period normally starts after the last item arrives. Then send the goods back within 14 days of telling us. Email, phone or write to us with a clear statement that you wish to cancel. You can use our cancellation form, but do not have to.

Return costs and packing

You pay the direct return cost if you change your mind. Bike return shipping usually starts at around £40. This is an indicative starting cost, not a fixed fee or maximum: the actual cost depends on the bike, packing, destination and collection service. Contact us before buying if you need a return-cost estimate for your bike and postcode. We will confirm any collection charge with you before arranging it. Pack goods securely; ask us about suitable arrangements for complete bikes and batteries.

Inspecting goods and refunds

You may inspect goods as you would in a shop. Opening packaging does not automatically remove your cancellation right. Handling beyond what is needed to establish the goods' nature, characteristics and functioning may reduce their value, and we may make a corresponding deduction where legally permitted. We do not charge a restocking fee for a statutory cancellation.

What we refund

For a valid change-of-mind cancellation, we refund the purchase price and the cost of our least expensive standard outward delivery, where applicable. The extra cost of an optional upgraded delivery service is not refunded. Free standard delivery is not retrospectively charged. Refunds use the original payment method unless agreed otherwise. We refund without undue delay and within 14 days after receiving the goods back or evidence of posting, whichever is earlier.

Special orders, custom goods and second-hand bikes

Special-order status alone does not remove cancellation rights. Genuinely made-to-specification or clearly personalised goods may be exempt; we will explain any applicable exception before you order. Choosing from standard stock options does not automatically make a bike exempt. Second-hand and sale goods retain applicable cancellation and faulty-goods rights.

Faulty, damaged or incorrectly supplied goods

Contact us promptly and we will help. Where the legal conditions are met, you normally have a 30-day right to reject faulty goods for a refund, without being required to accept a repair first. Rights after that depend on the circumstances and may include repair, replacement, price reduction or rejection. We cover reasonable return costs where the law requires. If our delivery service loses or damages your goods before you receive them, contact MULE; you do not have to resolve the claim directly with our courier.

Shop purchases, warranties and earlier orders

Shop purchases have no automatic change-of-mind return right; please ask before buying about any agreed arrangement. Faulty-goods rights still apply. Manufacturer warranties are additional to your statutory rights and do not replace them. For purchases made under an earlier MULE returns policy, we will honour the terms agreed when you ordered.

Return address: MULE Cycles, Salop Road, Oswestry, Shropshire, SY11 2NR

Cancellation form

Complete and return this form only if you wish to cancel your contract. You can fill it in and email it, or print it and post it. Using this form is optional; any clear cancellation statement is sufficient.

To: MULE Cycles, Salop Road, Oswestry, Shropshire, SY11 2NR. Email: mule.cycles@gmail.com.

I / We [*] hereby give notice that I / We [*] cancel my / our contract of sale of the following goods [*] / for the supply of the following service [*]:

Goods / service being cancelled

Ordered on

Received on

Name of consumer(s)

Address of consumer(s)

Signature (only if submitting on paper)

Date

[*] Delete as appropriate.

For most goods, tell us within 14 calendar days after the day of receipt, then send them back within 14 days of cancellation. You pay direct change-of-mind return costs; bike shipping usually starts around £40 and may be higher. We will agree any collection charge before arranging it. These conditions do not restrict faulty-goods or other statutory rights.