

Terms & Conditions

About Us

My First Bike is one of the first exclusive Balance Bike retailers in the UK. As an independent company founded on quality, speed and care, we pride ourselves on the first class service we are able to give all our customers.

We stock the German Brand Hudora's range of Balance Bikes that are all fully accredited with EN71, TUV. No matter how large your order, or where you live in mainland UK, we offer a fixed price guaranteed delivery on the next working day. We also accept orders with a valid credit/debit card from anywhere in the world, subject to certain terms and conditions.

Our office can be contacted as follows:

The Old Police Station	Phone +44 (0) 1285 642163
Daglingworth	Fax +44 (0) 1242 234485
Cirencester	Email sales@myfirstbike.co.uk
Gloucestershire	
GL77AE	

Guarantee

We provide a 30 day no quibble money back guarantee on all our products as long as the goods/package is not damaged. If you have any comments or suggestions please contact our customer service department.

Placing An Order

Please call our Customer services team who will be able to advise you on the most suitable Balance Bike for your child. We will then take your payment details over the telephone and process your order for a next day delivery (if processed by 2pm).

Contact us on: 01285 642163 / 07831 481202

Shipping and Handling

Your order will be processed as quickly as possible. We achieve over 97% of all orders despatched on the day of receipt or the next working day.

Your order will be shipped using an overnight courier or mail service to arrive the next working day, usually between 2pm and 5pm. Early morning or Saturday deliveries are available, please contact sales@myfirstbike.co.uk details. Please note our couriers will not leave parcels outside the delivery address as they require a signature, unless you have supplied us with specific instructions when placing the order e.g. behind a gate. Click on [FAQ's](#) for further information regarding our courier service.

For UK mainland deliveries we charge a fixed price of £6.00 for each delivery address for any size of parcel. However, for certain remote postcodes the estimated delivery time is 2-3 working days. For all other UK destinations, e.g. Northern Ireland, Scottish Islands, Isle of Man etc, the shipping price is more, please contact us for a price.

Our overseas delivery service is available on request. We accept orders with a valid credit/debit card from anywhere in the world, although for certain countries

we may require prepayment before despatch. In some cases the combined weight of goods exceeds standard measurements, and in this event we will contact you before processing payment to advise of the relevant increase in shipping cost.

Area	Speed Delivery	Standard Delivery
<i>All days are working days only</i>		
UK mainland	£6.00	
Other UK destinations	Call for Price	
Channel Islands		
Ireland		
Europe		
USA		
Canada		
Australia/N Zealand		
Rest of the world		

Return Policy

Your satisfaction is guaranteed for all purchases. You may return any item for any reason within 30 days of receipt and we will happily exchange the goods or give you a full refund of the purchase price, provided the product is in its original condition. In the unlikely event you receive a faulty product, please return them to us within this 30-day period and we will exchange them or refund your money.

Shipping costs will only be refunded if you were sent the incorrect product or if the product is faulty or of unsatisfactory quality. In these circumstances we will advise you of the procedures for the return of goods at our expense. For information regarding the returns procedure, email us at sales@myfirstbike.co.uk. Your statutory rights are not affected.

Back Orders

All products are sold subject to availability and may be withdrawn at anytime. If your order cannot be fulfilled within 7 working days, we will contact you to agree alternative arrangements.

Tax Charges

The price shown for each product is the total you pay excluding the shipping charges. This price is applicable to all sales ordered from anywhere in the world. For sales in the EC, this price includes VAT at 15%.

Products shipped to overseas customers (outside the EC) do not qualify for the personal export scheme operated by the UK Customs and Excise Authorities and therefore no VAT refund can be claimed. Products shipped to VAT registered organisations within EC countries include VAT which can normally be reclaimed. Please contact Customer Service for more details and documentation.

International customers are responsible for paying any duties, customs charges or tariffs on the products when the package arrives in their country. Customs declarations will indicate the full value of the order.