

IMMERSE IN THE RIDE

RETURNS & EXCHANGES

At Genco Ciclismo, we are committed to producing premium cycling apparel using the finest Italian fabrics and technical materials. We want you to be completely satisfied with every purchase.

CANCEL WITHIN 14 days	REFUND ISSUED Within 14 days	REPORT FAULTS WITHIN 7 days
---------------------------------	--	---------------------------------------

ONLINE ORDERS — YOUR RIGHT TO CANCEL

If you purchase from www.gencociclismo.com, you have the right to cancel your order within 14 calendar days of receiving your goods, without giving a reason, in accordance with Spanish and European consumer protection legislation.

To exercise your right to cancel, please contact us by email before returning your item.

RETURNED ITEMS MUST

- Be returned within 14 days of notifying us of your cancellation.
- Be unworn, unused, and unwashed.
- Be in their original condition with all tags attached.
- Include the original proof of purchase.

Once your return has been received and inspected, your refund will be processed to the original payment method within 14 days.

Please note that the original shipping costs (where applicable) will be refunded, but the customer is responsible for the cost of returning the goods unless the item is faulty or incorrectly supplied.

IN-STORE PURCHASES

For purchases made at our retail locations or event pop-up stores, returns and exchanges are accepted within 14 days of purchase. Items must be:

- Unworn, unused, and unwashed.
- In their original condition with all tags attached.
- Accompanied by the original receipt or proof of purchase.

Refunds or exchanges are offered at the discretion of Genco Ciclismo in accordance with this policy. This does not affect your statutory rights.

FAULTY OR INCORRECT PRODUCTS

If your item is faulty, damaged, or you have received the wrong product, please contact us as soon as possible and no later than 7 days after receiving your order. Where a manufacturing defect is confirmed, Genco Ciclismo will offer an appropriate remedy in accordance with Spanish consumer law, including:

REPAIR	REPLACEMENT	REFUND	PRICE REDUCTION
--------	-------------	--------	--------------------

ITEMS THAT CANNOT

Unless faulty, we cannot accept returns of:

BE RETURNED

- Socks
- Base layers
- Water bottles
- Nutrition products
- Gift cards
- Personalised or custom-made products
- Sale or clearance items marked as non-returnable

RETURN SHIPPING

Customers are responsible for return shipping costs unless the item is faulty or an error has been made by Genco Ciclismo.

For your protection, we recommend using a tracked delivery service, as we cannot be responsible for items lost during return transit.

NEED HELP WITH A RETURN?

Contact us before returning your item.
Thank you for choosing Genco Ciclismo.

info@gencociclismo.com