

Complaints:

If you are not entirely happy with your recent experience, please raise a complaint by contacting our Customer Service team,

In writing: Atherton Bikes, 7 Dyfi Eco Parc, Machynlleth, SY20 8AX

or by e-mail info@athertonbikes.com

Verbal complaints may be made by phone to 01654 701383 or in person to any of Atherton Bikes Customer Service team at the address as above.

We aim to resolve your complaint as quickly as possible and if we are able to resolve your complaint within 14 days we will send you a final response detailing our resolution. If we are unable to provide you with a final response at 14 days we will send you a letter explaining the reason for delay and when we expect to issue you with a final response.

If you are dissatisfied with our response and your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found on www.financial-ombudsman.org.uk.