

Returns Policy

At Renew Enterprises, we want you to shop with confidence.

Bikes

Our Bikes are refurbished & upcycled – each one is unique and may show natural signs of wear.

Uncollected Bicycles

Bicycles left with the shop for repair remain the property of the customer until the bicycle has been collected or otherwise lawfully disposed of. Customers are responsible for all agreed repair, parts and applicable storage charges.

Where a bicycle has been repaired or is otherwise ready for collection, the shop will make reasonable attempts to contact the customer. If the bicycle remains uncollected after **30 days from the date the customer has been notified that it is ready for collection**, the shop may issue a final notice giving the customer a reasonable further period to collect the bicycle and settle any outstanding charges.

If the bicycle remains uncollected following the final notice, the shop reserves the right, subject to applicable Irish law, to sell or otherwise dispose of the bicycle in order to recover outstanding repair, parts, storage and other reasonable costs incurred by the shop.

✓ You're entitled to:

- A repair, replacement, or refund if your item is faulty, not as described, or not fit for purpose.
- Claims must be made within 30 days with proof of purchase.

✗ Please note:

- We cannot refund for change of mind.
- Sale or "sold as seen" items are non-returnable unless faulty.

There is NO WARRANTY on Bikes

Paint (Recycled Paint Sales)

Our recycled paint is created from donated and leftover paint, which we carefully filter and

remix to produce new, usable colours.

Because our paint supply depends on donations, exact colour matching is not always possible.

Customers are encouraged to view the paint in person before purchasing to ensure suitability.

All paint is sold as seen and is non-returnable once opened or removed from the Premises

Furniture & Woodwork Orders

All of our furniture and woodwork items are handmade to order by our workshop team.

Each piece is unique and crafted according to the customer's specific requirements (for example, planters, benches, and shelving).

As these items are made especially to order, they are non-refundable and non-returnable unless found to be faulty or not as described.

We encourage customers to confirm all measurements and details before placing an order, and we're always happy to discuss any custom adjustments or repairs where possible.

This policy does not affect your statutory rights.

Thank you for supporting our social enterprise – every purchase helps Renew Enterprises give bike, paints, furniture and people a new lease of life.