

## **PLEASE READ FOR CURRENT IMPORTANT UPDATES**

At Woodcock Cycle we are dedicated to the well-being of our staff and community. With this in mind, we are adapting our store policies to help combat this current crisis. Please note the following operational changes:

**TEMPORARY CLOSURE OF OUR SHOWROOM:** We will be temporarily closing our showroom to the public for the safety of our customers and staff. Our store will be open for curbside pickup and drop off of sales items and repairs.

Revised hours of operation: Monday to Friday: 12:00pm - 7:00pm Saturday: 10:00am - 5:00pm Sunday: 11:00am-5:00pm

### **CURBSIDE PICKUP:**

For pickup of purchases made through our webstore ahead of time, please read the following:

Once you have received confirmation that your order is ready to be picked up, head to our location and come to our parking lot, located behind the building. You can stay in your vehicle and call us at **204-253-5896** and dial **2** for Curbside and notify us of your vehicle *make, model, colour* and *licence plate #*. We will come out with your product as soon as we are able.

If you have difficulty reaching us by phone, due to our higher than normal call volume, please head to our outdoor Curbside Station and ring the doorbell located on the small table behind our service entrance. Someone will come out to help you as soon as possible!

**Mandatory Face Coverings:** We have made face coverings mandatory within our retail space.

**Social Distancing:** We are following strict sanitization protocols and social distancing measures within our store. All staff will remain 6ft apart at all times while in the shop.

**Online Purchases:** Any purchases must be made through our website, [www.woodcockcycle.com](http://www.woodcockcycle.com); we are offering reduced shipping rates and a "Curbside Pickup" option. Please email us at [onlineorders@woodcockcycle.com](mailto:onlineorders@woodcockcycle.com) with any questions or concerns.

**Bicycle Return/Exchange Policy:** We will be offering a 7 day return or exchange for bikes. Bikes must be returned in showroom condition, and any damage will be inspected before the refund is approved. We reserve the right to refuse a refund if the bicycle is damaged or crashed. Bikes returned may be charged a restocking or cleaning fee depending on the condition of the product.

**Ski Package Exchange Policy:** We will be allowing exchange of items purchased in a ski package for reasons due to fit, for up to 7 days after purchase. Items must be in unused and resellable condition, and accompanied by all packaging, and original receipt. Please email [info@woodcockcycle.com](mailto:info@woodcockcycle.com) for more information regarding this policy.

**Sanitizing Protocols:** All bicycles being brought in and out of the store will be thoroughly sanitized with 99% isopropyl alcohol in order to protect customers and staff. We are currently sanitizing hard surfaces and high contact points every hour.

**Test Rides:** Test rides have been suspended until further notice. We are happy to assist you in getting sized for a bike by giving us a call or by emailing us. Please feel free to contact us during

our revised business hours at (204)-253-5896 or reach out to us at our email:  
[info@woodcockcycle.com](mailto:info@woodcockcycle.com)

Thank you for understanding, and stay safe. The Woodcock Team