

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

Mandatory Face Coverings: We have made face coverings mandatory within our retail space. We will be providing disposable masks for customers who do not have their own.

Hand Sanitizer: Hand sanitizer will be made available at our entrance and exit for your use. We ask that all customers sanitize their hands before shopping.

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 and while assisting any customers with a drop off or pick up process in our parking lot. We expect all of our customers to abide by our new standards to ensure the safety of our patrons and employees..

Sanitization Schedule: We have implemented periodic sanitization cleanings of all surfaces in our store while our employees are present and working on your bicycles and online purchases.

Online Purchases: Any purchases must be made through our website, www.woodcockcycle.com; we are offering reduced shipping rates and a "Curbside Pickup" option.

Please email us at 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 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

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