



Can I have my bike collected/delivered for servicing or repairs?

Unfortunately we are unable to do this.

We do not have insurance as it is prohibitively expensive and would inevitably serve to make our charges higher. We do not wish to make our costs (or yours) any higher than they already are.

If your bike were to be lost or damaged during transit it would need to be replaced or repaired and we would feel duty bound to do so. This of course would result in at least reducing any profit we might have made, and possibly cause us a loss of a considerable amount more (if we were required to replace a whole bike when all it came in for was an oil change, for example) and that is a risk we are not prepared to take.

Often our customers' bikes are their most cherished possession and are 'one offs'. To replace such a bike would be impossible.

Packaging the bike takes an appreciable amount of time and effort which will also add to the cost, making it even more expensive for the customer.

There may be exceptions where there is absolutely no alternative, and in these situations there would have to be an agreement made in advance by the customer and Thorn Cycles whereby the customer would need to declare in writing, their OWN liability for loss or damage during transit. There will also be heavy surcharges for such transactions.