

FREQUENTLY ASKED QUESTIONS

Q: Do I need to have a voucher before I book my bike assessment?

No, you can book your bike assessment appointment first and then apply for a voucher. To make it easy, we'll send you a link to the Government's application portal once you've booked your assessment. You just need to make sure that you've got your voucher by the time you attend your appointment in-store.

Q: Can I repair my bike without voucher?

Yes. If you don't want to wait for the Government to release more vouchers, we will be happy to book in any repairs you require at your own cost. Simply call 0161 2485400 to arrangement an appointment.

Q: What identification do I need to bring with me to validate my voucher in-store?

Option 1: Provide a valid driving licence photo card with address.

Option 2 : Provide one form of identification from each of the following lists:

List 1:

Passport

National identity card (non-UK)

Residence permit

List 2: (must be less than three months old and can be paper or electronic):

Utility bill

Council tax bill

Mortgage statement

Council/housing association rent card

Benefit Book

Q: How many vouchers can claim?

Each household in England can apply for a maximum of two bike servicing vouchers. Only one voucher can be used per bike.

Q: What's included in the voucher?

The voucher is worth £50 and can be put towards the cost of 'eligible repairs' (see the following question and answer) and parts that need replacing.

Q. What work does the scheme cover?

Eligible repairs may include:

Repairing or replacing tyres, tubes, wheels and related components

Adjusting, repairing or replacing braking system components

Adjusting, repairing or replacing transmission system components (e.g. your gear mechanism or chain)

Repairing or replacing other essential components that prevent the bike from being used safely (e.g. deteriorated grips or saddle)

Repairing or replacing components for permanently fitted lighting systems (e.g. dynamo-powered lights)

Q. How do I know what repairs my bike needs?

We will agree the cost of repairs with you after your free bike assessment has taken place. If the repairs needed exceed the value of the voucher, the voucher will cover the first £50 of your repairs and you can simply pay the difference in store when you collect your bike.

Q. What if the repairs I need cost more or less than the value of the voucher?

We will agree the cost of repairs with you after your free bike assessment has taken place. If the repairs needed exceed the value of the voucher, the voucher will cover the first £50 of your repairs and you can simply pay the difference in store when you collect your bike. If your repairs are under £50 then your voucher will only cover the cost of the transaction. No exchange or alternative will be offered for the remaining difference between the cost of the transaction and £50.

Q. Does the voucher apply to all types of bikes? (e.g. kid's bikes, electric bikes, hybrid bikes)

Yes, it does include all types of bikes

Q. Can I use the voucher for repairs to my scooter?

No, the voucher is for repairs to bikes only.

Q. Can I use the voucher to buy bike upgrades?

No, the voucher can't be used to replace or upgrade bike components that are already considered safe and roadworthy.

Q. Can I use the voucher to buy safety equipment such as removable lights? Or helmets and other accessories?

No, the voucher is for repairs only.

Q. Can I use more than one voucher on the same bike?

No, you can only use one voucher per bike

Q. How will my data be used? Will it be shared with the Government?

A6 Cycle Warehouse processes customers' personal data. However, we are additionally obliged to share data about customers who use the Fix Your Bike voucher scheme with the UK Government in order that they can reconcile their records and validate who has used their voucher. As such, Halfords, the Department for Transport and the Energy Saving Trust are all acting as independent and separate Data Controllers.