



Canyon bicycle ordering instructions

Bicycle and accessories can be purchased on Canyon website:

<https://www.canyon.com/en-fi/>

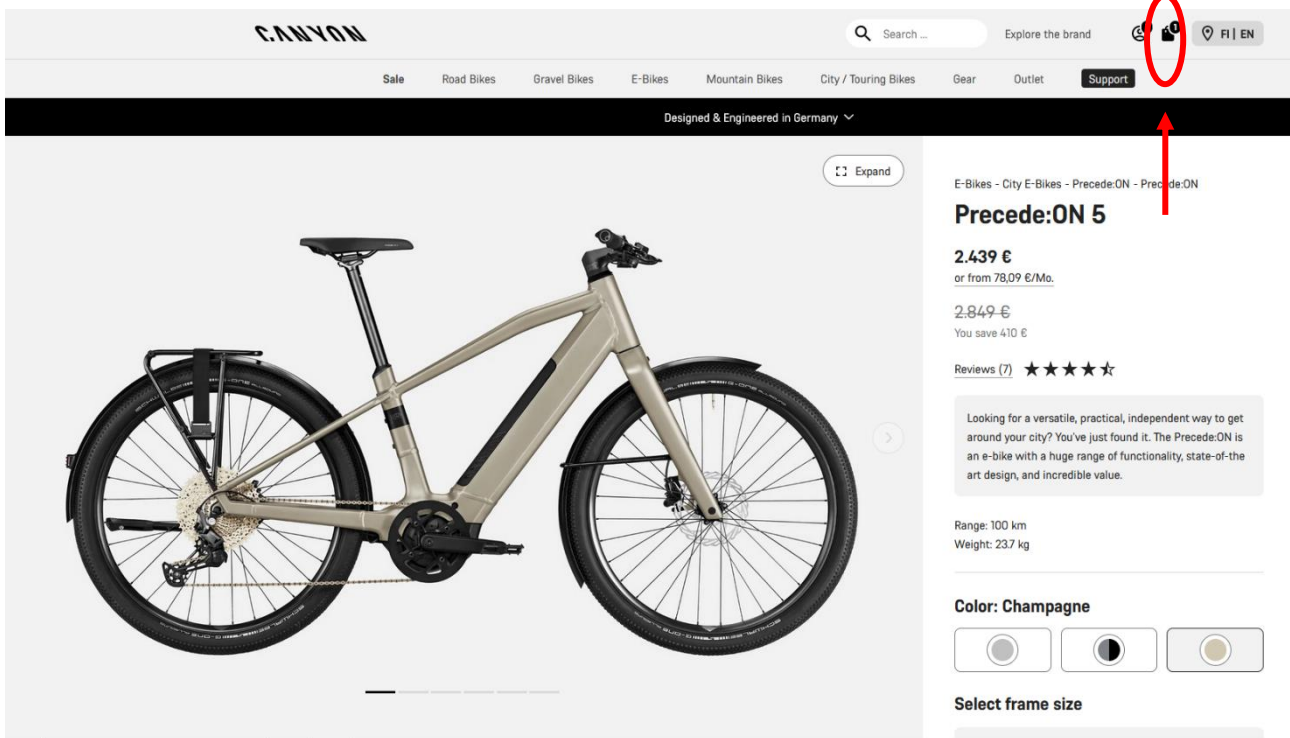
Please note the following steps before placing an order:

1. Before placing an order, please fill out the acquisition form on our website and sign the user agreement to make sure the ordering process will move forward. The order will not proceed without a valid electronically signed user agreement.
2. Please follow this bicycle ordering instruction to ensure your order is processed successfully.
3. If the amount of the purchase exceeds 4,000 euros, the excess amount is paid by you. The maximum price limit of the purchase is 6,000 euros. We will invoice you the excess amount after we have ordered the bicycle. Please provide us your home address for invoicing.
4. The user is always charged for the tax value of the Canyon bike from the 1st day of the month following the order, regardless of the actual delivery time of the bike. The benefit starts with paying the bill.
5. Please notice that your order is paid in advance. If you have to return your bike, we cannot accept a new order until the payment of the first order has returned to Fleet Innovation.



Placing an order:

1. Go to Canyon online store, select the desired bike and add it to the shopping cart.
2. When you have added the bike and possible accessories to the shopping cart, press the shopping cart icon in the upper right corner of the page. Please note that cycling clothing, bike computers or GPS devices cannot be included in the bicycle benefit.



3. When you are on the shopping cart page, click "**Checkout**" to proceed with the order.

Cart (1) Wishlist (0)

You've got 1 item in your cart

Items in your cart are not reserved - to make them yours head to checkout now.

Empty cart

Order summary	
Subtotal	2.458,90 €
Shipping	69,90 €
Total	2.528,80 €



4. Enter Fleet Innovation's email to the Email address field and click "**Continue**".

Start your checkout process

Please enter your email address.

Email address

Continue

What's next?
Place your order in four simple steps

1. Address
2. Shipping
3. Payment
4. Confirm order

5. After this you'll see the "**Where should we send your order?**" -page. Choose from the Salutation drop-down menu Mr. or Ms. **Do not select the option "Company"!** **This option does not take the order further.**

The screenshot shows the Canyon checkout process. The browser address bar indicates the URL is <https://www.canyon.com/en-fi/checkout/?stage=shipping#shipping>. The page title is "Checkout".

Checkout

1. Address | 2. Shipping | 3. Payment | 4. Confirm order

Where should we send your order?

Send it to me

+ New address

Salutation

Select...

Select...

Mr.

Ms.

Company

ZIP code

City

Location

Finland

Phone number

Your cart: 1 product(s) [Edit cart](#)

Order summary

Subtotal	2458,90 €
Shipping (Standard Shipping)	6990 €
Total	2.528,80 €
	incl. 489,44 € tax

[Live Chat](#) [Call us](#)

Delivery within 3-10 working days

	Precede:ON 5	2.439,00 €
	Color: Champagne	2.849,00 €
	Frame Size: L, Quantity: 1	
	Bike Guard	1990 €
	Quantity: 1	



6. Enter your name, address and phone number in the fields provided. Click **"Continue"**.

Where should we send your order?

Send it to me

+ New address

Salutation

Ms.

First name Last name

Jane Doe

Address

Esimerkkikuja 1

ZIP code City

00100 Helsinki

Location

Finland

Phone number

+358 - 400112233

By providing your mobile number, you're agreeing to receive SMS updates regarding your order. Standard rates apply.

I allow Canyon to use the content of my basket and my email address to send me reminders regarding my abandoned baskets. I retain the right to rescind Canyon this access at any time. (Optional)

Continue

7. You will be asked to select the Shipping Method with Standard Shipping as default. Click **"Continue"**.

1. Address **2. Shipping** 3. Payment 4. Confirm order

Shipping Method

Standard Shipping

69,90 €

Continue



8. You will see next the **"How would you like to pay?"** section.

- Choose **"Prepayment"**.
- Uncheck the box **"Billing address is the same as shipping address"**.

How would you like to pay?

Gift Cards

You can redeem up to 3 gift cards at once (for new orders only).

Redeem

Prepayment

As soon as you place your order, your articles will be reserved. We will then send you an invoice by email containing our bank details.

Amex / Mastercard / Visa

Amex Mastercard VISA

Google Pay (Amex / Mastercard / Visa)

Google Pay

PayPal

PayPal

Klarna. Pay Later

Klarna.

Splitit - Interest-free instalments (Amex / Mastercard / Visa)

splitit

Klarna. Instalments

Klarna.

Vapaus Benefit Bike

VAPPAUS

Billing address is same as shipping address (Optional)





9. More fields will open on the form.

- Choose from "Salutation" drop-down menu "Mr."
- Enter Fleet Innovation's information in the requested fields as the billing address:

First name: Fleet

Last name: Innovation Oy

Address: Vaisalantie 6 C

ZIP code: 02130

City: Espoo

Phone number: +358968988460

- Click "Continue".

Billing address is same as shipping address (Optional)

Salutation

Mr.

First name

Fleet

Last name

Innovation Oy

Address

Vaisalantie 6 C

ZIP code

02130

City

Espoo

Location

Finland

Phone number

+358 - 968988460

By providing your mobile number, you're agreeing to receive SMS updates regarding your order. Standard rates apply.

Continue



10. Finally, you will arrive at the summary page, where you can still check that the information you have filled in is correct. If necessary, you can still edit the information. When everything is ready, click "**Buy now**".

Checkout

1. Address 2. Shipping 3. Payment **4. Confirm order**

Order placed by [Edit](#)

info@fleet.fi

Shipping details [Edit](#)

Shipping address

Ms. Jane Doe
Esimerkkikuja 1, 00100 Helsinki, Finland, +358400112233

Shipping Method

Standard Shipping
6990 €

Payment details [Edit](#)

Billing address

Mr. Fleet Innovation Oy
Vaisalantie 6 C, 02130 Espoo, Finland, +358968988460

Payment method

Prepayment
2.528,80 €

Sign me up for the newsletter. (Optional)
By subscribing to our newsletter, you are agreeing to our [Data Protection Statement](#).

Buy now

Your cart: 1 product(s) [Edit cart](#)

Order summary

Subtotal	2.458,90 €
Shipping (Standard Shipping)	6990 €
Total	2.528,80 €
	incl. 489,44 € tax

[Live Chat](#) [Call us](#)

Delivery within 3-10 working days

	Precede:DN 5 Color: Champagne Frame Size: L, Quantity: 1	2.439,00 € 2.849,00 €
	Bike Guard Quantity: 1	1990 €



After placing the order, Canyon sends confirmation of the order to Fleet Innovation. Information about all possible issues related to orders/payment will be sent to Fleet Innovation's email. We pass on the necessary information to the user. Please note that the order is binding.

Before the delivery, Canyon provides Fleet Innovation with a tracking code from the courier company (UPS/DHL), which we pass on to the user.

In case of possible complaints after delivery, please contact canyon@fleet.fi. For a complaint, we need the following information, which can be found on the form delivered with the bike:

- Order number
- Bike model name / accessory part name.
- Description of the damage / reason for the complaint.
- Photos of the bike from the left side, discs visible in the photo. The bike as seen from the right side, the discs seen in the photo and a photo of all the damaged parts. A maximum of 6 photos in total.
- In bike-related claims, we always also need the bike frame number or a picture of the bike's QR code.