

## **Note due to high demand of Wahoo Kickr Core and Wahoo Kickr 5.0 hometrainers**

At this moment we experience a high demand of hometrainers from all over Europe. This situation has started in March 2020 with the first Covid-19 wave that struck Europe. Manufacturers were downscaling their productions as their season was over while demand was suddenly increasing due to the confinements in Europe.

As of April 2020 we continuously have placed order with our supplier but the demand is way higher then they can provide us with. In order to keep it clear to everybody we have a waitinglist of confirmed (and paid) orders. We will be serving customers based on their order id and order date through the website.

### **What is the delivery time for the Wahoo hometrainers**

At this moment it is unclear for us when new hometrainers of Wahoo will come in. We are getting notified only on the day of shipping that stock is coming our way. We do know that they will be coming... but patience will be very important.

### **What should I do when I see an other website with stock?**

If you see an other webshop with stock make sure you order it asap...do not hesitate ! And then send us an email and we will cancel your order and refund your payment (by the same means as you have paid us).

### **How do I know my position of the waitinglist?**

You can always send us an email to ask the number of pre-ordered Wahoo hometrainers.

### **How do I know that I will get my refund back?**

Of course we can understand that it is scary to order a product not knowing when to get it (and if you get your money back when you cancel). Please check our references on:

Trustedshops : AthleteSportsWorld on [Trustedshops](#) (in dutch)

Google : AthleteSportsWorld on [Google Maps](#)

Or check our socials:

Facebook : AthleteSportsWorld on [Facebook](#)

Instagram : AthleteSportsWorld on [Instagram](#)

We have a high standard of customer service. We work quickly and like to give you an honest response. So do not hesitate to contact us through [info@athletesportsworld.com](mailto:info@athletesportsworld.com) in any language you would like and we will give you a quick answer.