

**RETURNS DEPARTMENT**  
 10225 Mula Road, Suite 120  
 Stafford, TX 77477

## RETURNS FORM - Complete ALL Fields

**Order Number:** \_\_\_\_\_

The order number is required for all returns. If you do not have the order number, contact customer service.

**Original Purchase by**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Select one reimbursement option for the new and unused item(s):

ORIGINAL PAYMENT METHOD

First 30 days       First 60 days - Peak Perks member

STORE CREDIT (No exchanges after 90 days.)

30 to 60 days       60 to 90 days - Peak Perks member

GIFT RETURNS       Yes \_\_\_\_\_

Enter the email address for online gift card delivery (if different from original order).

### Returns - Indicate the item(s) you are returning below.

Item number (SKU located on 3rd line on packing slip)	Size	Quantity	Product Name

**Reason For Return:**       Did not like       Changed mind       Ordered wrong size

If your reason for returning is different from the above list, please contact Customer Service at 866-786-3869 for assistance.

### Exchanges and Returns Information

To make an exchange, place a new order on our website. When your return arrives, we will issue a full refund, minus any shipping charges to your credit card.

**Bike, bike frame, and bike part return:** An RMA number is required for all bike frame and bike part returns for your protection to ensure proper packaging and shipping standards. Returns will be accepted for items that are new and unused condition. Any parts returned that have been installed, used or damaged will not be accepted. Call 866-786-3869 to receive the RMA number.

All products must be returned in NEW and UNUSED condition, in original manufacturer packaging, and with either a copy of your original packing slip or the completed Returns Form to ensure full credit.

### Returns Checklist - Complete the following for a speedy return process.

- Returns Form filled out with order number
- Item is in new and unused condition with tags attached for reimbursement
- Item is shipped back in proper packaging not in the product box