

**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 of the following options:**

- ☐ Reimburse my original method of payment (first 30 days, new & unused)
- ☐ 90 Day Performance Guarantee (store credit)
- ☐ Gift returns  
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