

return policy

Bikes: Return only for merchandise credit.

Our staff spends time before you buy to make sure that the bike you leave with is the right bike that fits you and your lifestyle. If after you take it home you are not happy with your choice, we will assist you in finding a suitable alternative. Our goal is to make you happy, confident and ready to ride!

If the bike has experienced a product defect or malfunction, we will have a manager work with you personally to either replace the item or refund you for your purchase.

Everything else: Return within 30 days for refund; after 30 days you will receive merchandise credit.

If there's a problem with something you purchased from us (online or in-store), you can either bring it to our store or ship it back. Before you ship, please email an inquiry to our Customer Service team to start the process to receiving an RMA#. Please ship return (once you receive an RMA#) via Ground UPS or insured US Mail (we do not accept CODs). We will refund shipping costs on damaged or incorrect merchandise. Merchandise returned that appears used will be subject to a restocking fee. (Labor fees are not refundable, i.e., custom built wheels.)

Clearance/Closeout Products: Sorry, these items may not be returned or exchanged