

Merchant Processing Fees

- You are responsible for any merchant fees on return items. This includes credit card fees, Affirm, Klarna, and any other payment processing type initially charged to us during the initial transaction.

In store Returns - 7 day money back and 30 day store credit

- Unopened items with original tags
- Bikes must be in like new condition *needs to be less than 100 miles for e-bikes - 10% restocking fee if over 100 miles.
- No returns on sale items
- Special Order bikes - 20% restock fee once collected and NO returns outside of 30 days

Restocking Fee

All item returns outside our normal return window will be subject to a 25% restocking fee as long as they are in like new condition.

Layaways - 30 Day Layaways

- We will hold items for a full 30 days with a 20% deposit.
- After this time, the customer will be called and emailed that their layaway holding period is over. At that time the items will be taken out of their layaway and put back on the sales floor. The deposit will be kept on the customer's account to be refunded at any time.

Used Bikes

- All used bikes are sold "AS IS" with a 30 day warranty. They do get a full service before being put out for sale. Regular return policy applies.

One Year Free Tuneups

- All new bikes come with one free year of basic bicycle tune ups.
- This covers the cost of the labor for the basic tune, but doesn't cover parts and / or additional service.

Backorders

- We are happy to place items onto a backorder list for a 20% refundable deposit.
- We cannot guarantee backorder item ETA's and we do ask that if you find the item elsewhere to please call us so we can cancel the item before it ships.

Service and Storage

- After work is completed on your service items e.g. bikes or scooters, we will contact you via phone call, text and/or email provided at dropoff. After 7 days left in the store, items will accrue a \$10 DAILY storage fee, unless explicit prior arrangements were made for a later pickup. If left over 30 days, the items will be sold to recover repair costs.