

# Need to make a return/exchange?

At Bob's Cycle Supply we try very hard to please you, our customer. If for any reason you need to make an exchange or a return, we are here to make it easy and fast for you.

## Here is all you have to do:

- 1: Fill out the form below.
  - 2: Box up the product in a **corrugated box or padded envelope**. Please **do not** use the manufacturer's box.
  - 3: Send the box back to us enclosing the return form inside the box. Sorry no CODS are accepted, freight must be pre-paid.
- Send returns to: Bob's Cycle Supply

Attn: Returns Dept.  
65 Viking Dr W  
Saint Paul, MN 55117

Conditions for returns:           The product cannot have been used or washed.  
  The product must be suitable for resale.  
  Please return item promptly, if any questions call 651-482-0365.  
  Returns after 45 days will be issued store credit only, no refunds!!!

Failure to meet any of these conditions may result in a restocking charge of at least 20%.  
You will be credited to payment method you used. Refunds do not include shipping, insurance or fees.

## Warranties?

- 1: The product **must** be cleaned prior to shipping it back to us.
- 2: We cannot make any decision on the phone. We must see the product before any decision can be made.
- 3: The Warranties are only against manufacturer's defects, this does not include abuse or normal wear.
- 4: All merchandise is guaranteed in accordance with the manufacturer's and/or distributors own terms of warranty and must be handled accordingly.
- 5: Any electronic items which have been removed from the packaging or if the manufacturer seal is broken is non-returnable.
- 6: Please fill out the form below and return the product to us.

Any Questions or comments please call the warranty/return department at 651-482-0365.

Customer Name: \_\_\_\_\_ Daytime Phone #: \_\_\_\_\_

Why are you returning this product:

Doesn't Fit: \_\_\_\_\_ Too Small    \_\_\_\_\_ Too Large  
                  \_\_\_\_\_ Incorrect Part    \_\_\_\_\_ Too Long    \_\_\_\_\_ Too Short

Defective or Damaged (please call)

I Would Like Refund

I would like to make an exchange, please send me: \_\_\_\_\_

Cust #: \_\_\_\_\_ Invoice: \_\_\_\_\_

EC ord #: \_\_\_\_\_  
 I have already reordered  
 Took too long  
 Not Satisfied (please explain) \_\_\_\_\_

Qty	Description	Color	Size	Price

Please Ship to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_