

RETURNS DEPARTMENT
10560 Bissonnet., Suite 100
Houston, Texas 77099



Order Details Please complete all fields below.

Order# _____ Order number is required for all returns. If you do not have your order number, please contact customer service.

Original Purchase By:

Name: _____

Phone: _____

Email: _____

Please select one of the following options:

Reimburse my original method of payment (within 30 Days)

Online gift card or Store Credit (within 90 Days)

Gift returns - Email Address for Online Gift Card delivery

Email: _____

(if different from original Order)

Returns In the form below, please indicate the item(s) you are returning.

Item# (SSKU - 3rd line on Packing Slip)	Size	Quantity	Product Name

Reason for Return: Did not like Changed mind Ordered wrong size

NOTE: *If your reason for returning is different from the above list, please contact Customer Service at 877-732-3580 for assistance.*

Exchanges & Additional Information

In order 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. When placing your exchange order, use **Coupon Code: EXCHANGE** for **Free Shipping!**

Bikes, Frames, and Bike Part Returns: A RMA number is required for all bike, bike frame and bike part returns to insure proper packaging and shipping standards for your protection. 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 877-732-3580 to receive RMA Number.**

All products must be returned in NEW and UNUSED condition, in original manufacturer boxes and with a copy of your original Packing Slip and the completed Return Form to ensure full credit.

ABSOLUTELY NO RETURNS on Climbing Equipment, Food or Beverages.

RETURN CHECKLIST - *To ensure a speedy return process, please make sure you have done the following...*

- Return Form Filled Out (Including Order Number)**
- Item is in new and unused condition with tags attached**
- Item is being shipped back in proper packaging (not in product box)**