

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



**Step 1.**

**Order#** \_\_\_\_\_

**Original Purchase by:**

Address Change

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) (State) (Zip)

Phone: \_\_\_\_\_

(Daytime)

(Evening)

Email: \_\_\_\_\_

**Send Refund or Exchange to:**

(If different from left)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) (State) (Zip)

Phone: \_\_\_\_\_

(Daytime)

(Evening)

Email: \_\_\_\_\_

**Step 2.**

**Please select one of the following options:**

Gifts may be returned for exchange or gift card toward future purchase

Exchange for another item(s)

Online gift card

Reimburse my original method of payment

**Step 3. Returns** In the form below, please indicate the item(s) you are returning, including a reason code.

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

Quality		Satisfaction		Performance/Service		Sizing/Catalog	
01	Quality unsatisfactory	11	Did not like styling	21	Didn't perform as expected	31	Too small
02	Defective construction	12	Did not like	22	Shipping damage	32	Too large
03	Finish unacceptable	13	Did not like color	23	Wrong item shipped	33	Ordered wrong size
04	Difficult to assemble	14	Changed mind	24	Advised wrong	34	Not as described
99	Other (describe)					35	Not as pictured

**Step 4. Exchanges** For US exchanges, we will waive the cost of regular shipping of your exchange items.

In order to make an exchange, please place a new order for the items you would like to purchase on our website. We handle all exchanges as a separate invoice, so when your return arrives - we will just credit your credit card as a refund. This helps to speed up the process on your new item getting to you and reduces the chance that the item you want doesn't get purchased by some guy in North Dakota. If you can't find the size you are looking for online, feel free to give us a call at 866-786-3869 or send an email to [customersupport@retailconcepts.cc](mailto:customersupport@retailconcepts.cc) and we'll be glad to check inventory at our retail locations.

**FREE Shipping** on your exchange order,  
 use Coupon Code: **EXCHANGE**

**RMA - Return Authorization Required** For Bikes, Frames & Bike Parts

A RMA number is required for all bike, bike frame and bike part returns to insure proper packaging and shipping standards for your protection. You must contact us by phone at 866-786-3869 during regular business hours or email at [customersupport@retailconcepts.cc](mailto:customersupport@retailconcepts.cc) for a Return Authorization. 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.

If you have any questions, please give us a call and we'll be glad to assist you.