



TERMS AND CONDITIONS

100% SATISFACTION GUARANTEE

We stand behind everything we sell. If for any reason you are not satisfied with your purchase, simply return the item within 30 days and we'll replace it or give you a refund. Please read "Returns" below for more information, and specifics for returned bikes.

SHIPPING

Shipping rates are determined by the total cost of the purchase. We use UPS Ground, and if you enter your email address, you will receive a tracking number at the time of shipment. If you need your order sooner, please make a note at checkout, and we will call you to make appropriate arrangements.

Note: Orders usually ship one business day after being placed.

Please note that some items may be subject to additional shipping and handling charges because of size or weight. To avoid this problem, our website typically over-estimates your shipping costs. When you receive your merchandise, your receipt will reflect the actual shipping costs, and we will only bill you for that amount. However, sometimes our website is low, particularly when shipping to more remote areas. If this is the case, we will call you to inform you of the costs.

International shipments will have additional charges - we will notify you of the total cost of shipping prior to shipment.

INFORMATION SECURITY

We protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts all of the information you provide to us and prevents outside parties from being able to "see" your transaction information. When your account information is displayed on your screen, we only display the last five digits of your credit card numbers.

We never keep credit card information on file. This is for your security and protection. We know it takes a little longer to collect your information with each individual order, but we feel your security is worth it.

IN-STORE PICKUP



Orders requesting in-store pickup will be ready after 2:00 pm the following business day. We are happy to accommodate quicker pickup times if you would kindly call us by phone to confirm the order prior to picking it up. Unless special arrangements are made in advance, orders need to be picked up within 10 days or a 10% restocking fee will be charged.

BACK ORDERS

Occasionally, some items are unexpectedly out of stock or unavailable and may be backordered. If this should occur, we will notify you and only bill your credit card for merchandise that is actually shipped. Shipping charges will be billed for each individual shipment. If you would prefer to avoid additional shipping charges, let us know and we will hold all the items until everything is in stock and send it all in one box.

RETURNS

If there's a problem with something you purchased from us, you can either bring it to our store or ship it back. Ship returns via Ground UPS or insured US Mail (we do not accept COD's). We will refund shipping costs on damaged or incorrect merchandise. Merchandise returned that appears used will not be accepted for return. Labor fees are not refundable (e.g., custom built wheels). Returned bikes are subject to a 10% rental/demo fee, and will not be accepted after 14 days from the receipt of the bike. For in-store bike purchases, bikes can only be returned for store credit.

PRICES AND INFORMATION

This website is intended to help you. We make every effort to maintain current, accurate prices in our on-line catalog. And we strive for similar accuracy and timeliness with the other information we offer here. We appreciate your understanding should any of the prices or other information provided be incorrect and we regret any inconvenience such mistakes may create. Please bring any errors you may find to our attention on your next visit or by calling or sending us an e-mail.

YOUR PRIVACY

Thank you for reviewing our policies regarding any personal information you may choose to provide at our website. We take your privacy very seriously and carefully protect any and all information entrusted to us. We only collect information that helps us serve you better and that you voluntarily provide.



We do not share your information with anyone else unless you've approved of such sharing in advance.

What Information We Collect

The following types of information may be collected at this website (if you volunteer it):

your e-mail address your first and last name your street address, city, state and ZIP Code pertinent information specific to an event or activity (where relevant)

More about E-Mail & Postal Addresses

If you supply us with your e-mail and/or postal addresses, and do not specify otherwise, you may receive periodic messages from us with information on new products, services or upcoming events.

If, later, you decide you no longer wish to receive such messages, you may let us know by sending an e-mail, calling or writing us. To ensure we correctly identify you (many names are similar), please be sure to include your complete name and address and all e-mail addresses that may be associated with your record. This helps us accurately locate your information in our file. Such information will only be used to comply with your request.

If you would like to see your contact information we have on file, please stop in or let us know to what address you'd like us to send a copy.

Periodic Updates

Please check this page for periodic updates on our policies regarding any personal information you've provided to us via our website. Thank you for visiting us online. We appreciate the opportunity to serve you.