



## Returns & Warranties

### Returns/Exchange Policy

If you wish to return an order to us, either in part or in its entirety; comprising of any product we offer, and for any reason of your own accord; it must be returned to us freight/shipping prepaid. All returns will be subject to inspection. We are happy to accept only unused items, in their original packaging, returned no later than 30 days from original purchase date. All returned product is subject to a 15% restocking fee and additional freight/shipping charges if the order is refused or marked undeliverable.

**Exchanges:** We would be happy to provide an exchange for an item, within a 30-day window from original date of purchase; at an equal or lesser value. Proof of original purchase is required.

**Refunds:** Please allow a minimum of 7 business days for a refund to reflect on your original method of payment.

**DEFECTIVE MERCHANDISE:** In the event of defective merchandise, we reserve the right to replace the item, contingent upon the warranty policy set forth by the brand. *Please see our Warranty Policy for all warranty related terms and conditions.*

**DAMAGED GOODS:** [**Cycle Force Group dba NAC**] must be notified of all claims for items damaged while in transit or during shipping within 2 days of receiving. Damage during transit must be noted, legibly, on the bill of lading or shipping documents. Save all freight bills of lading, packing lists, shipping cartons and packing materials until the damage claim and all related matter is resolved. The shipping carrier often requests to see the damages to the shipping materials, as well as the damaged merchandise, so we ask that you be prepared to provide us with photos that will be utilized to resolve

your issue. **Warranty Information:**

*Cycle Force Group dba NAC* warrants its bicycles to the original purchaser, to be free from defects in material and in workmanship as outlined in the following:

- **Limited Lifetime warranty** on bicycle frame, as long as the bicycle is owned by the original purchaser excluding the following models: -downhill, jumping, freestyle -suspension related equipment (bushings, bearings, pivot pins, pivot tubes and bolts) including complete forks except as warranted by the original equipment manufacturer.

- **One-year limited warranty** on all original parts, including handlebar, saddles, grips, stems, pedals, and fork. A one-year limited warranty also includes all accessories, in the event of manufacturing defect, and up to the discretion of the distributor. The following items are included: apparel, locks, pumps, computers, bags, tools, shoes,

- **6-month warranty** on wearable items, including saddles, tires, tubes, grips, brake pads. What *Cycle Force Group* will do: In the event of a defective bicycle part, *Cycle Force Group dba NAC* will, at its option, repair or replace the defective bicycle part within warranty period, at no cost to you except for shipping and dealer charges if any. If you discover a defect within the warranty period, you must follow this procedure: A.) Bring the bicycle to the original dealer from whom it was purchased. If the dealer from whom you purchased the bicycle determines upon examination that either a repair or replacement is justified and such determination is verified by *Cycle Force Group dba NAC*, the repair or replacement will be made in accordance with the warranty. B.) When making a claim under warranty, you must bring to the original selling dealer a copy of the original sales receipt or proof of original purchase. C.) If the foregoing is not possible, write for assistance to the following:

Cycle Force Group 2105 SE 5th St. Ames, Ia. 50010

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n your letter, state your full name and address, as well as the reason for why you believe there is a defect in your bicycle, and inform *Cycle Force Group dba NAC* of the date and under what conditions the defect was discovered. Be sure to include a copy of the sales slip or other proof of purchase. D.) Upon receipt and inspection of the bicycle by your *Cycle Force Group dba NAC*, the dealer may determine that this warranty does not apply, in which case, you will be so notified with a reason stated along with an estimate for repairs and return shipping. In no case will *Cycle Force Group dba NAC* be responsible for loss or damage during transit. You may advise the dealer to repair or return the bicycle to you charges and shipping collect. If you fail to pay the charges or

leave the bicycle at the dealer for more than 60 days, the dealer may at his/her discretion, dispose of the bicycle as he/she sees fit without liability to you.

**Limitations, exclusions, and other rights:**

A.) This warranty does not cover tires, tubes, or any failure due to accident, abuse, misuse, or neglect, or due to normal wear and tear.

B.) The liability of *Cycle Force Group dba NAC* pursuant to the terms of this warranty, if any, shall be repair or replacement.

C.) The liability of *Cycle Force Group dba NAC* shall in no event, exceed the original purchase or incidental damages of any nature, including for example, but not by any way of limitation damages for personal injuries or damages to property. This statement constitutes the exclusive expression of warranty by *Cycle Force Group dba NAC* and is in lieu of any, and all other warranties, written or implied.

D.) No modifications of this warranty are authorized. There are no promises, terms, conditions, or warranties other than those contained herein.

E.) Some states do not allow limitations of incidental or consequential damages, so the above limitations of exclusion may not apply to you.

F.) This warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state. Do not alter or use bicycles manufactured by *Cycle Force Group dba NAC* in stunt riding, dirt riding, similar activities, or with motors or power-driven assists as power driven vehicles. Do not operate bicycles manufactured by *Cycle Force Group dba NAC* with multiple riders or tow another person or vehicle. Any of the foregoing will invalidate the warranty and *Cycle Force Group dba NAC* shall not be liable for any failure, loss damage, or injury resulting from such uses and/or alterations. The descriptions and specifications contained in this manual were effective at the time of printing. *Cycle Force Group dba NAC* reserves the right to discontinue any model at any time and change specifications or designs without notice.

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**FOR TECHNICAL ASSISTANCE CALL TOLL FREE (877) 245-3243**