

# Stingray frame bag instructions

**alpkit**

Please send your accurate frame template as soon as you have placed your order, failure to do so will delay the production of your bag.

**PLEASE DO NOT INCLUDE INFORMATION ON SEPARATE SHEETS OF PAPER. ALL INFORMATION, INCLUDING CONTACT DETAILS SHOULD BE WRITTEN DIRECTLY ONTO THE CARDBOARD TRIANGLE.**

## Making your template

### Step 1: Preparing the template

Cut a piece of cardboard slightly bigger than the triangle of your frame. Use masking tape to secure the card along the triangle framework of your bike.

### Step 2: Create your template

Using a thin tipped pen draw along the **INSIDE** edge of your frame where you want the bag to sit. Draw around any obstacles i.e. bottle cages / suspension, allow room to accommodate any movement in these areas.

Mark any bolt holes if you have asked for attachment holes on the Stingray.

Remove card when satisfied and cut out the shape of your frame bag.

### Step 3: Check the fit

Once cut out please place the template up to the bike to check you are happy with the fit of the bag. PLEASE BE ACCURATE AS THIS IS THE BASIS OF THE PATTERN THE FACTORY USE TO CREATE YOUR BAG.

### Step 4: Mark up your template

If you have chosen the divider option, please draw a horizontal / vertical line on the template to indicate its placement and size.

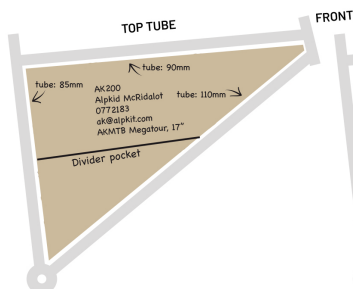
All Stingray are made as standard with a webbing ladder to allow for multi-point fixing along the frame, we include 2m of one wrap Velcro to attach. If you require Velcro tabs instead of a webbing ladder to secure your bike, please indicate on the template where you would like these Velcro straps to be positioned.

We position the main opening on the drive side of the bike (right hand side). If you require the main opening to be on the non drive side (left) please specify clearly on the template.

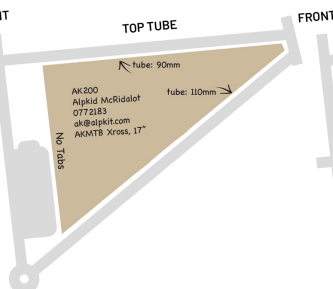
Somewhere on the card put the following crucial information: Your AK order number, full name and contact email address / phone number. The make, model and frame size of your bike. Clearly mark the **TOP TUBE** and **FRONT** on the template.

## Examples

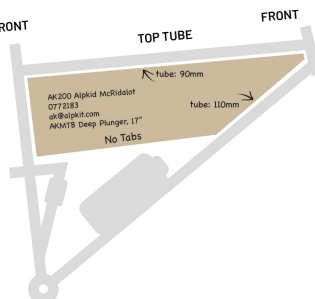
Basic with divider pocket



With bottle cage



With suspension and bottle cage



## Template checklist

- |                          |   |                          |  |
|--------------------------|---|--------------------------|--|
| <input type="checkbox"/> | FRONT of the bag is labelled                                | <input type="checkbox"/> | Desired location of divider is marked (if required)            |
| <input type="checkbox"/> | TOP TUBE is labelled  | <input type="checkbox"/> | Your name, address and contact details are written on template |
| <input type="checkbox"/> | Desired bolt hole locations are marked (if required)        | <input type="checkbox"/> | Your order number is written on the template                   |
| <input type="checkbox"/> | Desired velcro fastening locations are marked (if required) | <input type="checkbox"/> | The make, model and size of your bike are written on template  |

Product images and description can be found online at: [www.alpkit.com/products/stingray](http://www.alpkit.com/products/stingray)

## Frame bag terms and conditions

Payment will be required to process any custom order.

If there are features you require that are not available through our website options, please get in touch with our Customer Service team who will be able to help with your enquiry, please don't add additional features onto your template without checking whether they are possible or may accrue an additional charge.

Please be accurate when creating and marking up your template, this is the basis of your custom frame bag pattern. Alpkit will not be held responsible for any errors that occur from any misleading information or sizing that may come from an incorrect template.

You will need to arrange the shipping of your cardboard template. Retain a proof of posting as we will not accept any responsibility for any template that fails to reach us. We recommend you make a copy of your template. Your original template will then be returned to you alongside your completed Stingray.

In usual circumstances we will not require a template for a current Sonder frame. However, in exceptional circumstances we may ask you to create a template if you are in possession of the bike.

On receipt of your template and full payment we aim to complete and send your finished custom order within three weeks. If for any reason, we can't achieve our 3 weeks turn around we will notify you directly.

We don't have a priority service in place - all bags are made in order on receipt of template and payment. We do aim to turnaround custom products in less than our 3-week lead time however, we will not guarantee your bag any earlier than this. If you have a specific deadline, please take this into account when ordering your frame bag.

These are bespoke frame bags made to your specifications if you wish to cancel your order please do as quickly as you know, once manufacture is underway, we reserve the right to charge you in full.

If you are unhappy with your frame bag, please get in touch with Customer Service as soon as possible. If the problem is with the manufacturing of the product, Alpkit will look to amend or remake your bag to the correct specifications. Customer Services may ask you to return the bag, in this event Alpkit must have received the product within 28 days of your complaint for any action to be taken. If the problem is because of incorrect or misleading information given to us in the form of template or instruction, we reserve the right not to issue a refund or amend the product.

Custom frame packs come with our 25 year Alpine Bond Guarantee.

## Send us the completed template

Once you have created and checked your template please send it to:

**Alpkit, 3 Coombe Road, Newthorpe, NG16 3SU**