

Carbon Bike Repair - Step by Step Guide

Step 1: Request a Quote

Go to our website and navigate to the "Request a Quote" tab. Provide us with a few pictures of your bike and a description of the damage. This will help us send you a rough quote.

Step 2: Find a Partner Shop

Visit the "Locations" tab on our website. Enter your zip code to locate our nearest top-notch partner shop. Take your bike there to be fully stripped, or choose a bike shop you trust. Your bike must be completely disassembled, leaving only the naked frame for repair.

Step 3: Book Shipping

Once you know when your bike will be ready, book shipping from your chosen bike shop to our address:

39 Blockhouse Rd
Willsboro, NY 12996

We recommend using Bike Flights for shipping. The bike shop may ask you to provide a bike box.

Step 4: Frame Assessment and Approval

After we receive your frame, our technicians will assess the damage in person. We will then text you a detailed quote for your approval. Once you approve the quote, we will begin the repair and painting process.

Step 5: Repair Completion and Return Shipping

We will text you again when the repair is complete. At this point, you need to book shipping from our facility to your trusted bike shop for reassembly. Email the shipping label to contact@carbonbikespecialists.com. Payment is required before we return your frame.

Note:

- Ensure your bike is fully stripped before shipping.
- Use the provided address for shipping to our facility.
- Respond promptly to texts and emails for a smooth process.
- Payment for return shipping must be completed before we send back your frame.

Thank you for trusting us with your bike! If you have any questions, feel free to reach out to us.