

Bike Friday® Guarantee

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We at Green Gear Cycling, Inc. (Bike Friday) want you, the customer, to be happy with your new bicycle. If for any reason you are dissatisfied, you may return the bicycle to us for a full refund, less all shipping charges. This applies to the purchase of new Custom and Stock bicycles. In all cases, the return shipping charges are your responsibility. To take advantage of this guarantee, you must notify our service department (800.777.0258 / service@bikefriday.com) within 30 calendar days of your receipt of your bike of your intent to return the bike, and we must receive it in our possession within 35 calendar days of you taking delivery of the bike. We also accept returns on parts within 30 days as long as the part is unused and undamaged. Processing your refund usually takes 2-6 weeks from the time that we receive back your returned item(s).

We want your bicycle to work for you, and in order for your bicycle to work well, it should fit. We'll need some help from you to ensure that your new Bike Friday fits you well, specifically by providing us with the measurements of your best fitting bike (if you own a bike that fits well) and a description of how you feel on this bike. Additionally, you will be asked for some personal measurements with a required accuracy within 1/4" (5mm) and 3 pounds (1.35kg) - yes of your current weight and not your ideal weight - as well as a description of your riding style and the places you most likely envision riding your new Friday. Our Consultants can guide you through the process of obtaining and interpreting this information. This guarantee does not apply to Stock Bikes, which are not custom built to your specifications, but come in Standard small, medium and large sizing.

Armed with this data, we can guarantee the fit of your new Friday if (1) we are matching exactly the dimensions from your current, best fitting bicycle, or (2) we build a Friday from your body measurements that includes our optional "fit stem" program. If you choose to have us build a bike for you that is sized in any other way, the bike will be sized per that method and built in a manner that allows for later fine-tuning of the sizing should you choose, at your expense, to pursue a more exacting fit.

BIKE FRIDAY WARRANTY

As part of the consideration for buyer's purchase, buyer understands and agrees to the following: Green Gear Cycling warrants your bicycle frame set, including fork purchased from Green Gear Cycling or an authorized Green Gear dealer against defects in workmanship and materials for the lifetime of the bicycle. This does not cover paint or powder coat finishes. Green Gear Cycling honors the original manufacturer's warranty on parts and components against defects in manufacturing. Tubes and tires are sold as-is.

This warranty is expressly limited to the repair or replacement of the defective frame, fork, or defective part at the discretion of Green Gear Cycling. This is the sole remedy of the warranty. This warranty applies only to the original owner and is not transferable.

Claims must be made through Green Gear Cycling or an authorized dealer. Proof of purchase is required. This warranty covers bicycles and components purchased outside of the United States only if purchased through an authorized Green Gear Cycling dealer.

This warranty does not cover normal wear and tear, improper assembly or maintenance, or installation

of parts or accessories not originally intended or compatible with the bicycle as sold. Under no circumstance shall Green Gear Cycling be responsible for incidental or consequential damages.

This warranty gives you specific rights, and those rights may vary from place to place. This warranty does not affect the statutory rights of the consumer. The 30-day money back guarantee and warranty apply to bicycles and parts purchased directly from Green Gear Cycling, Inc., or from its authorized dealers. Except as provided herein, this product is provided "as is" without any additional WARRANTY of any kind, including the WARRANTY OF MERCHANTABILITY and the WARRANTY of FITNESS FOR A PARTICULAR PURPOSE, whether EXPRESSED or IMPLIED.

Pre-Owned Bike Guarantee

We at Green Gear Cycling, Inc. (Bike Friday) want you, the customer, to be happy with your pre-owned bicycle. If for any reason you are dissatisfied, you may return the bicycle to us for a full refund, less shipping charges. This applies to the purchases of pre-owned bicycles. In all cases, the return shipping charges are your responsibility. To take advantage of this guarantee, you must notify our service department (800.777.0258 / service@bikefriday.com) within 30 calendar days of your intent to return the bike, and we must receive it within 35 calendar days of you taking delivery of the bike. We also accept returns on parts within 30 days as long as the part is unused and undamaged. Processing your refund usually takes 2-6 weeks from the time that we receive back your returned item(s).

The sizing of the pre-owned bicycles are limited by their current construction. Bike Friday will, as part of the purchase price, replace the stem if necessary or allow for an upgrade to the "fit stem" program for a more exacting fit. No other modification to a pre-owned frame (including SatRday boom) is allowed. Any future corrections to the sizing will be borne by the purchaser.

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