

Return Policy, iBike Store July 2009

We want you to love your iBike so if you have any questions or problems our technical support people are available 7 days a week from 9AM to 9PM, MST. Email us at technicalsupport@velocomp.com, or call us at 971 322 9718.

If for any reason you're having a problem with your iBike please let us know and we'll try our best to get your iBike working properly.

If you are a retail customer who bought your product(s) from the iBike Store, and if we can't resolve your problem to your satisfaction, here is our return policy:

- 1) You MUST obtain from us a Returned Merchandise Authorization (RMA) prior to returning your product for a refund. You may receive an RMA by emailing or calling us. We will NOT issue a refund for any products returned that do not have an RMA.
- 2) If you're having a problem with your iBike please contact our technical support group. Most problems can be corrected with a little help from our experts. *Please note that we will not issue an RMA until you have contacted us regarding your problem and we have attempted to correct your problem to your satisfaction.*
- 3) For the iPro or iAero ONLY, during the first 90 days after you received your unit from the iBike Store, if we can't resolve your problem to your satisfaction we will provide you an RMA.
- 4) For the iSport ONLY, during the first 30 days after you received your iSport from the iBike Store, if we can't resolve your problem to your satisfaction we will provide you an RMA.
- 5) For your iPro or iAero ONLY, if you obtain an RMA within 30 days of the date you received your product(s) from the iBike Store, we'll refund 100% of your purchase price, excluding any costs of shipping and handling, as long as you return everything you purchased in like-new condition, and there are no ink marks on any plastic part or any signs of unusual wear and tear (dropping, scuff marks, gouges, etc). For any part that has been altered or damaged, you will be charged the full retail price of the damaged part.
- 6) For your iPro or iAero ONLY, if you obtain an RMA after 31 days but before 90 days from the date you received your product(s) from the iBike Store, we'll refund 50% of your purchase price less shipping and handling, as long as you return everything you purchased in like-new condition, and there are no ink marks on any plastic part or any signs of unusual wear and tear (dropping, scuff marks, gouges, etc). For any part that has been altered or damaged, you will be charged the full retail price of the damaged part.
- 7) For your iPro or iAero ONLY, we will not issue an RMA for any iPro or iAero kept more than 90 days.
- 8) For your iSport ONLY, if you obtain an RMA within 30 days of the date you received your product(s) from the iBike Store, we'll refund 100% of your purchase price, excluding any costs of shipping and handling, as long as you return everything you purchased in like-new condition, and there are no ink marks on any plastic part or any signs of unusual wear and tear (dropping, scuff marks, gouges, etc). For any part that has

been altered or damaged, you will be charged the full retail price of the damaged part.
9) For your iSport ONLY, we will not issue an RMA for any iSport kept more than 30 days.

10) We will not issue an RMA for any iBike product that was not purchased from the iBike Store.

11) We will not issue RMAs for any product sold by Velocomp but not manufactured by Velocomp. For example, third-party mounts, third-party software, batteries, books, and jerseys, are not returnable. This list is not meant to be exhaustive.

12) Shipping charges are not refundable.

Please note that this return policy applies only to retail customers of the iBike Store. If you purchased your iBike from any other place you will need to consult with the sellers regarding their return policy and you will need to obtain any refund from the sellers.