

Return Policy, iBike Store March 2014

We want you to love your iBike so if you have any questions or problems our technical support people are available Monday-Friday from 9AM to 9PM, EST. Email us at technicalsupport@velocomp.com, or call us at 609 425-0444.

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

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

- 1) Please take good care of your new iBike. As part of our return process we inspect all items to make sure they haven't been scratched, dropped, or otherwise mistreated. It's our desire to refund you in full for the items you return, but to obtain a full refund your items must be in like-new condition and all parts must be returned. *Some items are not eligible for return; see 5) below for details.*
- 2) You must obtain from us a Returned Merchandise Authorization (RMA) prior to returning your items for a refund. You may receive an RMA by emailing or calling us. **NO REFUNDS WILL BE ISSUED WITHOUT AN RMA.**
- 3) 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.*
- 4) For the first 30 days after you have received your iBike product from the iBike Store, if we can't resolve your problem to your satisfaction we will issue an RMA.
- 5) Firmware keys cannot be returned for credit and refund. Also, please note that any items not manufactured by Velocomp (including but not limited to third party software such as WKO+, clothing, batteries, books, and third-party mounts) are not eligible for return or refund.
- 6) After receiving your RMA please return the eligible items to the address provided.
- 7) We require that returned items be in like-new condition, which means there are no ink marks on any plastic part, no scratches or any signs of unusual wear and tear (dropping, scuff marks, gouges, etc.), and no missing parts or broken parts.
- 8) We try to be as reasonable as we can so that we can give you a full refund. However, for any item that has been altered or damaged as described above, you will be charged the full retail price of the damaged part or the cost of its repair, whichever is less.
- 9) We will not issue an RMA for any item that has been kept for more than 30 days.
- 10) Only items purchased from the iBike Store are eligible for an RMA.
- 11) Finally, 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 seller regarding their return policy, and you will need to obtain your refund from the place where you purchased your iBike.