



RETURN POLICY

Priority Bicycles will accept returns within 30 days of purchase, assuming the bicycle is returned in like new condition. The buyer is responsible for all return shipping and reboxing costs. If the bicycle is returned for any reason other than product defect, the buyer is responsible for actual outbound shipping costs as well, hence the refund processed to the customer will be less the actual outbound shipping costs which were incurred by Priority Bicycles to deliver the bicycle to the customer. Fees paid for assembly and adjustment are non-refundable. Courtesy credits given for bike shop labor is non-refundable. Returns must be re-packed in the original box with all of the original parts and packing materials (required). You must protect all of the tubes and the handlebars/stem so that the bike does not come back damaged. Please ensure that nothing is loose in the box. We expect the bike to come back in good condition, if it doesn't we may need to assess damage fees.

Product defects must be confirmed by either photograph or a professional bicycle mechanic. Returns must be pre-authorized by email, info@prioritybicycles.com.

If there is a defect or shipping damage, Priority Bicycles will either arrange and pay for local repair, or exchange/refund the bicycle, at the discretion of Priority Bicycles.

GENERAL WARRANTY

Priority Bicycles provides its bicycle frames and forks with a five (5) year warranty against material and workmanship defects. This warranty does not cover bicycle components, parts, accessories, paint or decals, and can be void if the bicycle was improperly assembled, has been modified or has been subject to beyond normal wear and tear. This warranty does not cover return shipping to Priority, nor does it cover any labor involved in frame, fork or other component replacement. Product defects must be confirmed by either photograph or a professional bicycle mechanic.

The bicycle should be professionally assembled to ensure your safety. Please note that wheels come out of true (straightness) and spokes loose during shipping. It's important that the spokes are re-tensioned upon assembly, and again after break-in (100-200 miles). We recommend wheel tensioning and bicycle safety check every 1,000 miles or once a year, whichever comes first.

This warranty is valid only for original owners in the continental United States.