



# 6 MONTH BIKE FIT GUARANTEE

## Terms of Service

### SERVICE PLEDGE

1. Customer will receive a credit in the amount paid for the New Bike / Frame associated with this Service Agreement as identified by the 6 MONTH BIKE FIT GUARANTEE Information form submitted by the CUSTOMER and the corresponding bike/frame purchase order received on the same date (further known as ORIGINAL BIKE/FRAME). This amount will exclude sales tax and shipping costs.
2. Strike Fast BMX Shop will provide a return shipping label to CUSTOMER within 2 business days of CUSTOMER submitting the 6 MONTH BIKE FIT GUARANTEE CLAIM FORM which can be found online at [www.strikefastbmx.com](http://www.strikefastbmx.com)
3. CUSTOMER will use the provided shipping label to ship the ORIGINAL BIKE/FRAME to Strike Fast BMX Shop within 2 business days of receiving the shipping label
4. Upon receipt of the ORIGINAL BIKE/FRAME, Strike Fast BMX Shop will perform an inspection of the product(s) (further known as INSPECTION) within 3 business days to verify the condition. Normal race wear, that which is cosmetic in nature only and does not compromise the safety and/or performance of the product(s), is acceptable.
5. Upon completion of INSPECTION, Strike Fast BMX Shop will email a COUPON CODE to CUSTOMER which CUSTOMER can apply to a NEW BIKE/FRAME purchased through Strike Fast BMX Shop. Strike Fast BMX Shop is responsible for providing the results of the INSPECTION to CUSTOMER with details regarding any reductions to the ORIGINAL PURCHASE PRICE (including product item, observations and adjustments made by item). Upon doing so, Strike Fast BMX Shop's decision on the amount of the credit that will be provided to CUSTOMER is final and CUSTOMER agrees by entering into this Service agreement to accept such amount.
6. Terms of Service under this agreement will conclude six (6) months from the date of the ORIGINAL BIKE/FRAME purchase OR once a COUPON CODE has been emailed to the CUSTOMER

### PRODUCT(S) SHALL NOT BE REPLACED OR A PARTIAL CREDIT MAY BE PROVIDED IF:

1. It has been more than 6 MONTHS since the date of the ORIGINAL BIKE/FRAME purchase as shown on the purchase order
2. CUSTOMER fails to return the ORIGINAL BIKE/FRAME to Strike Fast BMX Shop to the location/address provided to the CUSTOMER by Strike Fast BMX Shop
3. CUSTOMER fails to ship the ORIGINAL BIKE/FRAME within 2 business days of receiving the Shipping Label from Strike Fast BMX Shop and no agreement or acceptable solution has been reached despite a reasonable effort by Strike Fast BMX Shop.
4. The ORIGINAL BIKE/FRAME is returned in non-working condition as determined by Strike Fast BMX Shop during the INSPECTION.