



CONSUMER RETURN POLICY

BONTRAGER UNCONDITIONAL GUARANTEE

Ride and Love it. If you don't, we'll take it back. If for any reason you're not satisfied with your Bontrager purchase, you can send it back to us or return it to your local Trek retailer.

PARTS AND ACCESSORIES

Return to a store

To return your item(s) to an authorized Trek retailer, bring the merchandise you wish to return, with the original sales receipt or packing slip within 30 days of purchase. All in-store returns must be accompanied by a photo ID.

Return to Trek

For your convenience, parts and accessories internet purchases, that shipped to a U.S. address may be returned to Trek for a full refund within 30 days of original shipment.

To return your merchandise to Trek, follow these easy instructions:

- Log into your account to print out a USPS prepaid shipping label.
- Place the item(s) you would like to return in the original packaging. Affix the shipping label to the package.
- Fill out the back of the packing slip and include it along with the items you are returning.
- Seal the package securely and retain the tracking number for your records.

If you do not have an account:

Customers that checked out as a guest can also return the item(s) to the address below using any other trackable method, at their expense. Once we receive your package, we will promptly process a refund in accordance with this policy. Please be certain to insure the package. If you do not have the packing slip, please include the following information with your return:

- Your name and billing address
- The original purchase price and approximate date of the purchase
- The item number of the merchandise, if available

Our return address is:

Trek Bicycle
425 Resort Drive
Johnson Creek, WI 53094
ATTN: Returns Department

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Refunds

The full amount of the purchase will be refunded to the credit card used if the item is received within 30 days of the original shipment. Please allow two days after Trek receives the merchandise to process the return and for your account to be credited. You will be notified via email once the return is received.

Damaged or defective

Merchandise that arrives damaged or defective will be either refunded immediately or a replacement sent depending on the wishes of the customer.

Lost shipment

If you believe your shipment has been lost, please call our customer service line at 1-800-585-8735.

BIKES

Customers that wish to return bikes ordered online at trekbikes.com must return the bike in new condition to the Trek Retailer where it was first picked up within 30 days of receiving the bike.

- Bikes that are returned must be accompanied by a packing slip and returned to the retailer where it was first picked up or delivered from.
- Unfortunately, bikes that are returned cannot be exchanged for another model.

Damaged or defective

Customers that receive merchandise that arrives damaged or defective should return the items to a Trek retailer or contact our customer service representative at 1-800-585-8735 to schedule a return.

Refunds

The full amount of the purchase will be refunded to the credit card used if the item is received within 30 days. Please allow two days to process the return and for your account to be credited. You will be notified via email once the return is received.