

TREKBIKES.COM RETURNS FAQ

RETURN POLICY

- Q:** What is the return policy for items purchased on trekbikes.com?
- A:** Consumers can return their order within 30 days of purchase. To qualify for a full refund the item must be in new, unused condition with original packaging. Proof of purchase required. Credits will be applied to the credit card used in the original transaction. If a customer does not meet these requirements, please call the trekbikes.com customer service team for assistance.
- Q:** What is the return policy for non-Trek products sold on trekbikes.com?
- A:** Follow the same return policy for Trek and Bontrager returns from trekbikes.com.
- Q:** What do I do when a consumer brings something purchased on trekbikes.com to my store because they want to return it?
- A:** When a return is brought to your store, do the following: 1. Log into Dexter. 2. Select the Consumer Returns from left navigation bar under Order. 3. Enter all the information on the return form. 4. Print a copy of the return form confirmation and hand this to the consumer so they have a record of the return. You will be billed for the item by a trekbikes.com customer service rep. If you have any questions about the return, please contact the trekbikes.com customer service team at 1-800-585-8735.
- Q:** What do I do with the merchandise that is returned to my store?
- A:** To participate in Trek's program and receive the service commission from sales, you must keep items returned to your store. Once you complete the return form through Dexter, a trekbikes.com customer service rep will bill you at your cost for the item. Ascend retailers can [follow this procedure](#) to enter product into inventory.
- Q:** What if I was not the preferred retailer and a consumer wants to return an online order?
- A:** Follow the retailer return process. The service commission will be reversed to the preferred retailer from the order.
- Q:** What if the item is less expensive at my store and the consumer wants the difference?
- A:** The consumer can return the original order purchased from trekbikes.com and purchase the lower priced item from your inventory. Follow the dealer return process.
- Q:** Can I offer an exchange to a consumer versus taking the return?
- A:** Trekbikes.com does not offer exchanges. If it's an even exchange and you have the inventory in stock, this is at retailer discretion.
- Q:** When will the consumer see the credit?
- A:** Returns are issued as soon as the trekbikes.com customer service team receives the completed Consumer Returns form from your store via Dexter. Any delays in this process will delay consumer refunds. Upon confirmation of the return, the consumer will receive an email confirmation from trekbikes.com. They will see the credit on their credit card used in original transaction within 30 days.
- Q:** What happens if a consumer wants to return a bike after they receive it?
- A:** When you release a bike, in store or at delivery, review the bike with the consumer to make sure it meets their expectations. If a consumer wants to return the bike after they accept the bike and leave the store, they may do so as long as it is new and unused condition. To return the bike, complete the Dexter return form. You will be billed for the bike. Trek will not accept returned bikes. Retailers should follow their store's bike return policy.