



Backbone Warranty Request Form

Summary of our warranty policy:

We offer a 36-month warranty on the Backbone from the time of delivery. It covers functional problems and manufacturing errors that make the Backbone no longer useable; however, **it does not cover a product that has been abused nor does it cover aesthetic problems.** Please read more about our Refund, Return, and Warranty Policy at bikebackbone.com/return-policy

If your request is rejected, it may be because, but not limited to, your warranty has already expired, you're not the original buyers, it's an aesthetic problem, it's related to lost or theft, it's been abused or misused, or something else. If you want to appeal the rejection then you may contact us.

If your request is accepted, then please securely package and ship the item or items that need to be repaired or replaced to our BikeBackbone office at 1703 Vale Park Rd. Valparaiso, IN 46383. Shipping may cost you as much as \$20. Please allow a 3–4-week turn-around time. Repairs are done with the items we have in stock and expect the size, shape, and color to be different from the original. As always, if you have any concerns let us know at contact@bikebackbone.com.

Fill out the following information and send it to contact@bikebackbone.com

**Attach this form to an email with at least one (1) photo of the grievance.*

First name: Last name:

Order number: Order date:

Where did you buy it?

Describe grievance:

Signature: _____ Date: _____