

Warranty request

Tell us what is happening. We will help with the next steps.

Complete the fields below, then email this PDF with proof of purchase and at least one clear photo to contact@bikebackbone.com.

Name

Email

Order number

Order date

Purchased from

Product / model

What is the problem?

When did you notice it? What bike / bag setup are you using?

BEFORE YOU SEND

Attach proof of purchase and at least one photo showing the issue. Please omit payment-card details. Wait for return instructions before mailing the product.

This is a service-request form, not a separate warranty or a waiver of your rights. Coverage and the claims process are explained at bikebackbone.com/warranty/.