

BEFORE USING YOUR PRODUCT, READ THE FOLLOWING:

Shipping.

To save resources we may use minimal packaging and recycled boxes or shipping materials. However, if your package arrives damaged, missing items, or otherwise tampered with, please contact the carrier or our Customer Service Department immediately. Damaged items must be reported to us within 5 days of receiving the shipment. Any delay in contacting us makes it more difficult to file a claim. Please keep all packaging and papers that arrive with package.

What you should do to return your purchase for a refund or exchange.

Your satisfaction is our goal. If for any reason, you are not completely satisfied with your purchase, you may return it within 30 days for a refund or exchange (excluding cost of shipping). If we made the error, we'll take care of the shipping, too.

Here's how:

1. Call Customer Service at (888) 855-3545 or email Linda at sales@derriair.com to obtain a Return Authorization #.
2. Pack the items into the original box, with a copy of the original invoice or packing slip, all papers, packaging, etc. If anything is missing, written on, damaged or defaced, we may not be able to accept a return or may need to charge a 15% restocking fee. Please include a brief note stating why the item is being returned.
3. Return shipping is not refunded unless there was an error on our part.
4. Custom-made items, cushions and/or adaptors are non-refundable, unless cleared by a customer service representative.
5. Ship to: DerriAir Bicycle Seats
PO Box 305 (for USPS)
1409 Monarch Lane (for UPS/FedEx)
Rexford MT 59930

Return Authorization # _____

Reason for return: _____

When should you expect a refund?

Allow two weeks after we receive the returned merchandise for processing of return and refund. Orders paid by American Express, Discover, MasterCard or Visa will be credited to your credit card account. Allow one billing month for the credit to appear on your credit card statement. Orders paid by cashier's check, or money order will be refunded by check.

Any item returned without a Return Authorization Number will be refused. Do not send merchandise back COD or freight collect. We cannot accept such packages. For your own protection, insure all return packages. Derriair is not responsible for returned shipments that are lost, pilfered or damaged.

www.derriair.com sales@derriair.com (888) 855-3545
PO Box 305, 1409 Monarch Lane, Rexford, MT 59930