

3/16/2016



Sports Medicine and Performance Center

IN PARTNERSHIP WITH BOULDER COMMUNITY HEALTH

Bike Fit Saddle Return & Exchange Policy

Policy:

BCSM wants to ensure that patients receive the highest level of bike fitting service, so a reasonable amount of time is offered for real-time assessment of newly purchased saddles. Patients that purchase bike saddles during a bike fit at BCSM have 14 days following the date of service in which the saddle(s) can be returned or exchanged for a different size or model. This allows for a period of test riding ensuring saddle recommendations by bike fit staff are appropriate.

In order to receive a refund on a saddle return, patients must return the saddle(s) within the 14 day window and the saddle(s) must be in like new condition with no visible damage to the saddle or any parts (rails, logos, etc.). Scuffs on the rails from installation are expected. However, ripped, torn, or cracked saddles or saddle parts, or saddles that have been crashed and damaged cannot be returned.

Returned saddles may be sold at a 20% discount to account for the fact that they were ridden for no more than 2 weeks and are in like new condition.

Saddles may be exchanged within the same 14 day window, and must be returned in like new condition. Exchanges can be made 1:1 for saddles of the same price. Otherwise, price adjustments will be made as necessary.

This return/exchange policy will be posted in the bike fit lab where it is visible to patients.