

**MetricBikes Exchanges>Returns**  
11324 Arcade Drive, Suite 7  
Little Rock, AR 72212  
(501) 223-8822



Please Call (501) 223-8822 or visit [www.metricbikes-superstore.com/exchange.php](http://www.metricbikes-superstore.com/exchange.php) for an RMA number before returning or requesting an exchange for your merchandise! You will receive an RMA number via email with specific directions on how to return/exchange your merchandise. Merchandise must be returned within 30 days after date of receipt.

Instructions for Exchanging Merchandise: Complete this form and return it to the address above along with the merchandise you wish to exchange. All merchandise must be unworn, in new condition, and with all original packaging and original tags still attached. If any of these criteria are not met, your exchange request will be denied and your merchandise will be returned to you at your own expense. Please allow 5-7 business days for the exchange to be processed once it is received. You will be updated periodically via email as to the progress of your exchange request. The exchange fee is \$10.00 per order. However, additional shipping fees will apply for exchange orders shipped internationally, to Hawaii, or to APO/FPO addresses.

Instructions for Returning Merchandise: Complete this form and return it to the address above along with the merchandise you wish to request a credit for. All merchandise must be unworn, in new condition, and with all original packaging and original tags still attached. If any of these criteria are not met, your refund request will be denied and your merchandise will be returned to you at your expense. All returned merchandise will be subject to a 10% re-stock fee,

Instructions For Returning Merchandise for Warranty Repair: Complete this form and return it along with the defective merchandise. Once received, the merchandise will be presented to the manufacturer for inspection. Once inspected, either a refund will be issued, or new product will be shipped to you. Please allow 1-2 weeks for all warrantee issues to be completed.

Date: \_\_\_\_\_ Order Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Please check all that apply:

- Returning merchandise and requesting an exchange for other product (\$10.00 Exchange Fee)
- Returning merchandise – 10% restock fee applies
- Returning merchandise for warranty work

Merchandise Returning:

Description: \_\_\_\_\_ Color: \_\_\_\_\_ Size: \_\_\_\_\_

Description: \_\_\_\_\_ Color: \_\_\_\_\_ Size: \_\_\_\_\_

Description: \_\_\_\_\_ Color: \_\_\_\_\_ Size: \_\_\_\_\_

Exchanging Merchandise For:

Description: \_\_\_\_\_ Color: \_\_\_\_\_ Size: \_\_\_\_\_

Description: \_\_\_\_\_ Color: \_\_\_\_\_ Size: \_\_\_\_\_

Description: \_\_\_\_\_ Color: \_\_\_\_\_ Size: \_\_\_\_\_