

CANE CREEK®

RETURN POLICY

Returns are valid for up to 30 days after you receive your Cane Creek Cycling Components product. You will only receive full credit for the item if the item has **never been used, in its original packaging,** and **can be put back into inventory.** **All forks and shocks are built to order and have a limited shelf life. Therefore, all fork and shock returns are subject to a 20% re-stocking fee.**

For any return we must generate a Return Authorization number (RA number). All returns or exchanges **MUST** have a valid RA Number.

To help us generate an RA number, please include ALL of the following information in your email to us:

NAME:

ORDER NUMBER:

DATE OF PURCHASE:

PRODUCT AND OR MANUFACTURER PART NUMBER:

EXPLANATION OF WHY YOU ARE RETURNING THE PRODUCT:

Please submit your return information and one of our customer service representatives will contact you with an RA Number and further shipping instructions.

We will initiate the refund once we receive and accept your return. If we accept your return, we will refund your order in full except for the shipping cost.

Please note: We do not have an exchange program. If you would like to exchange an item you purchased online, submit a return request, and place a new order for the correct item.

We do not offer any returns for any discounted items, sale items, or limited edition items.

If you received a product that you did not order, or if any incorrect item has arrived, please contact our customer service team by clicking the link below.

<https://canecreekhelp.freshdesk.com/support/home>