



## **Trek, Inc. & Trek Parts Canada**

### **Customer Return Policy**

All returns are subject to 30-day policy.

Pictures of the products condition should be sent with your request for return.

#### **Acceptable Reasons:**

Shipping error, shipping damage, etc.

Item does not meet customer requirements

Item is defective (possibly a warranty claim situation)

Item was originally purchased for inventory purposes

Non-stock items (conditioned upon obtaining return approval from the supplier)

#### **Not-Acceptable Reasons:**

Later than 30 days from date of invoice

Special close-out sales, or customer overstock lists

Trek will attempt to accommodate our customers in granting relief.

\*Trek Inc. reserves the right to decline returns.

\* All customer returns, except those due to our shipping errors or damage, are subject to a 20% restocking charge, and customers will be responsible for shipping charges to return the product to Trek.

If you have any questions regarding return policy, please contact your local Trek representative.

[www.trekdirect.com](http://www.trekdirect.com)

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