Store Policies for Terrapin Bicycles, hereafter referred to as the "Shop".

1. General
    a. Policies are effective immediately and are subject to change at any point in time
    b. All stated day counts are calendar days, regardless of shop opening hours

2. Account Credits
    a. Valid for 1 year from date of issue
    b. May be used to pay for any outstanding amount owed to the Shop
    c. May not be applied retroactively
    d. May not be refunded to customer or any other party in any form

3. Bicycle Purchases and Returns
    a. Bicycles must be fully paid for before leaving the shop (test rides are excluded)
    b. In stock bicycles are subject to a minimum of 20% restocking fee within 14 days of leaving the shop – condition dependent
    c. Special order bicycles are subject to a minimum of 50% restocking fee within 14 days of leaving the shop – condition dependent
    d. The Shop is not obligated to accept any return if the bicycle is not in new condition, as determined by Terrapin Bicycles.
    e. All parts and accessories that come with the bicycle must be included
    f. Any additional discounts given as a result of the bicycle purchase would be deducted from the value of the return

4. Frame Purchases and Returns
    a. Bicycle frames must be fully paid for before leaving the shop
    b. In stock frames are subject to a minimum of 20% restocking fee within 14 days of leaving the shop – condition dependent
    c. Special order frames are subject to a minimum of 50% restocking fee within 14 days of leaving the shop – condition dependent
    d. The Shop is not obligated to accept any return if the frame is not in new condition, as determined by Terrapin Bicycles.
    e. The Shop is not obligated to accept any return if components were installed on the frame
    f. All parts and accessories that come with the frame must be included
    g. Any additional discounts given as a result of the frame purchase would be deducted from the value of the return
    h. "Frame" includes the fork if it is sold with the frame

5. Parts and Accessories ("items") Purchases and Returns
    a. All items must be fully paid for before leaving the shop
    b. In stock items may be returned within 14 days of leaving the shop

c. Special order items (defined as items ordered specifically for a customer that are not currently in stock for sale) are subject to a minimum of 50% restocking fee within 14 days of leaving the shop – condition dependent
d. The Shop is not obligated to accept any return if the item is not in new condition, as determined by Terrapin Bicycles.
e. All parts and accessories that come with the item must be included, and the packaging must be intact without evidence of being opened or used
f. Any additional discounts given as a result of the item purchase would be deducted from the value of the return
g. Used parts are not returnable (final sale)

6. Service Warranty
    a. The Shop extends a 14 day warranty on service and repairs from the day the bicycle, frame, part, or accessory was picked up and paid for.
    b. Liability is limited to the value of the labor performed

7. Bicycle & Frameset Warranty – Purchased from the Shop
    a. Complete bicycles come with the stated manufacturer warranty for any defects
    b. Warranty for components installed on complete bicycles is typically the responsibility of the manufacturer of the component or accessory
    c. The Shop will process the warranty on behalf of the consumer, but all decisions made by the manufacturer are final and non-negotiable
    d. For bicycles and framesets purchased elsewhere, the Shop may charge a fee based on the time and effort needed to process warranty claims

8. Parts and Accessories ("P&A") Warranty
    a. P&A are sold with the respective warranties from the manufacturer
    b. Customers may be responsible for contacting the manufacturer directly to process warranty claims. If a manufacturer requires the customer process warranties through a dealer, we will normally process the warranty free of charge for items purchased from the Shop.
    c. For P&A purchased elsewhere, the Shop may charge a fee based on the time and effort needed to process warranty claims
    d. Any costs not covered by the manufacturer will be passed on to the customer, including, but not limited to shipping fees
    e. P&A sold as "used" come with a 14 calendar day warranty for proper functionality

9. Test Rides
    a. Customer must provide a valid state/federal ID and credit card
    b. Credit card will be charged a nominal amount, which is placed on the customer's account for future use (see Account Credits)
    c. Every customer riding the bicycle must sign waiver with current and accurate information

d. Customer must be 18 years of age or older
e. For any test rides with a person under 18 years of age (“Minor”), a parent or guardian with authority to sign on behalf of the Minor must fill out the waiver and include the name of the Minor on the waiver

10. Website Purchases
    a. Not every bicycle is assembled and ready to leave the store at the time of order. The Shop will reach out to coordinate pickup based on the status of the item purchased. Expected turnaround time is 7 business days or less.
    b. Shipping costs are automatically added to purchases to cover the shipping fee that the Shop incurs when ordering in bikes
    c. Refunds prior to merchandise pickup are subject to a 5% transaction fee
    d. Certain brands are subject to additional fees for assembly (e.g. Aventon, ENVE, and Yeti), or battery recycling fees (e.g. Bosch drivetrains or Giant e-bikes)