



NEW BICYCLE OWNER'S GUIDE

everything you want to know about your new bike

SpokesEtc.com

ALEXANDRIA

ASHBURN

BELLE VIEW

FAIRFAX

VIENNA



Congratulations on the purchase of your new Trek bicycle! We're pleased that you have chosen Spokes Etc. for your cycling needs, and we hope that you enjoy many miles of safe riding on your new bike.

This document contains information about your new bike's manufacturer's warranty, the Spokes Etc. Advantage Service Plan that is included with your purchase, the Trek Care PLUS plan, and other essential information for cyclists in our area. If you have any questions about any of this information or cycling in general, please don't hesitate to stop by, give us a call or send us an email!

Spokes Etc. Advantage Service Plan

Your new bicycle comes with the Spokes Etc. Advantage Service Plan, which includes one year of **free** adjustments and tune-ups for your bike (tune-ups are valued at \$120!). Visit any one of our five convenient locations, and we'll perform the following services:

- Adjust brakes
- Adjust shifting and derailleurs
- Adjust all bearings
- True and align wheels
- Lubrication of necessary components

We recommend that you bring your bike back for its first free check-up after approximately 20 hours of riding, and again every four to six months or as soon as you begin to experience any mechanical issues. Your bicycle will perform at its best when it is properly adjusted and lubricated, and we're here to make sure that every ride is as fantastic as your first ride.

The Spokes Etc. Ride Satisfaction Guarantee

We want to make sure that you're completely satisfied with your new bicycle. You may return your bike in **new** condition within 14 days of your purchase, and we'll gladly exchange the bike for a different model or refund the purchase price. We work hard to ensure that you're riding the bike that you need, and we offer this guarantee as proof that we stand behind our products and services!

Not in new condition? We'll refund the full resale value of the bike.



Trek Care Limited Lifetime Warranty

Once your Trek bicycle is registered, the Trek Bicycle Corporation provides the original retail purchaser of a Trek bicycle a limited lifetime frame warranty against defects in materials and workmanship. In addition, each Trek bike comes with a manufacturer's warranty on all mechanical components of the bicycle. These warranties include the repair or replacement, at Spokes Etc.'s discretion, of any part(s) deemed to be defective. For parts deemed defective, there will be no charge to you for the part(s) or labor.

Please note that the Trek Care Limited Lifetime Warranty does not include:

- Normal wear and tear
- Suspension components, which are covered by their specific manufacturer's warranty, but are not included in the frame guarantee
- Damage to any part of the bicycle caused by accident, misuse, abuse, neglect or incidents during competitive events

[Learn more about the Trek Care Limited Lifetime Warranty.](#)

Trek Care PLUS Coverage

Want even more coverage? Get wheel-to-wheel coverage for your new Trek with Trek Care PLUS! Plans start at only \$49.99 and include three years of coverage for normal wear and tear* and accidental damage. Ride for years and let us cover:

- All service parts and labor that require replacement due to normal wear (*excluding tubes, tires and brakes)
- Any damage that occurs while riding the bike in its intended environment (including racing)
- Any warranty defect that occurs outside of the manufacturer's warranty period
- Quality repair work performed by your favorite Spokes Etc. mechanic! (or any other TC+ retailer nationwide should you be out of the area)

If you didn't add Trek Care PLUS at the time of purchase, don't worry - you have 60 days to get this incredible coverage for your new bike. [Learn more](#) or visit us for complete details.

Don't Forget to Register Your New Trek

Protect your new investment and stay informed should a recall occur. [Registration is easy and quick online.](#)



And Now, It's Time to Enjoy Your New Bike!

We've covered all of the important service and warranty information - now it's time for you to go for a ride! Our website is home to a variety of additional resources to get you started:

- [Events Calendar](#): see dates, times and descriptions for our weekly group rides as well as information on rides and events that we support and other community happenings.
- [Local Cycling Clubs, Trails and Organizations](#): learn more about local bike paths, mountain bike trails, and popular cycling destinations as well as local advocacy organizations, riding clubs and more.
- [Roadside Maintenance Clinics](#): held the first Tuesday of every month in each of our locations, our free maintenance clinic is the perfect way for you to get to know your new bike. Beginning at 6:45pm, our cycling experts will show you all of the basic skills for safe, confident riding, including how to change a flat, how to keep your bicycle in excellent shape between rides, and other essential skills.
- [Our Online Catalog](#): finally, you can browse our product selection from the comfort of your own home! If you're looking for a new jersey, need to stock up on nutrition or tools, or just want to see what's new, visit SpokesEtc.com. Shipping is free for orders more than \$75, and in-store pickup is always free.

Thanks again for choosing Spokes Etc. for your bicycle purchase. We're always here to assist you with your cycling needs, and we look forward to seeing you in one of our five locations in the near future. Now get out there and ride!