

Chitown Custom Choppers

Customer FAQ

Q: What does Chitown Custom Choppers do?

A: We design, build, and customize chopper-style bicycles – everything from lowriders and stretch cruisers to wild one-off show bikes.

Q: Where are you located?

A: Our shop is in Rogers Park, Chicago, IL.

Q: How long does a custom build take?

A: Most custom builds take 4–8 weeks once parts and paint are confirmed. Complex fabrication or specialty paint can extend the timeline.

Q: How much does a custom chopper cost?

A: It depends on the frame, parts, and finish. Simple customs start around \$800–\$1,200, and fully custom show bikes can go well beyond that. We can usually work with a budget and suggest options that fit your range.

Q: Do I need an appointment?

A: Walk-ins are welcome for browsing, small repairs, and quick questions. For full custom consultations, it's best to schedule an appointment so we can give you our full attention.

Q: Do you work on non-chopper bikes?

A: Yes, we do basic repairs and tune-ups on a wide range of bikes, but our priority and specialty is chopper-style and cruiser builds.

Q: What payment methods do you accept?

A: We accept cash, major credit and debit cards, and select digital wallets. For higher-ticket builds, we can discuss split payments or layaway options.

Q: Do you ship bikes or parts?

A: We can ship frame kits, parts, and some complete bikes within the U.S. Shipping costs and packaging fees depend on size and destination.

Q: What is your return policy?

A: Custom builds are generally non-refundable once work has started, but we will work with you on adjustments and fit. Parts, accessories, and apparel have specific return windows; see our full Customer Return Policy for details.

Q: Do you offer warranties?

A: Many parts carry a manufacturer warranty. We stand behind our workmanship; if you have an issue with a build or repair, contact us and we'll evaluate the situation.

Q: Can I bring my own parts for a build?

A: In many cases, yes. We'll inspect your parts for safety and compatibility. Labor

rates may differ when using customer-supplied parts.

Q: Do you host events or group rides?

A: We occasionally host shop events, build nights, and rides. Follow our social media for announcements about upcoming sessions and rides.