

Chitown Custom Choppers
Customer Return & Exchange Policy

We want you to love your ride. If something doesn't feel right, we will do our best to make it right within the guidelines below.

1. General Guidelines

- Proof of purchase (receipt, email invoice, or POS lookup) is required for all returns.
- Items must be in resellable condition unless being returned due to a defect.
- Original packaging is appreciated and may be required for certain components.

2. Complete Bicycle Builds

- Because our chopper bikes are often custom-built to order, fully assembled bikes are generally **not eligible for cash refunds** once delivered.
- Within 30 days of pickup, we will work with you on fit adjustments, minor component swaps (upgrade charges may apply), and tune-ups at no labor cost.
- In rare circumstances (e.g., a defective frame or safety issue), we may offer a repair, replacement, or store credit at our discretion.

3. Parts, Components, and Accessories

- New, unused parts and accessories may be returned for a refund or store credit within **30 days** of purchase.
- Items must be uninstalled, in like-new condition, and include all hardware.
- Electrical components (lighting kits, motors, controllers) must not show signs of installation or modification.

4. Apparel & Helmets

- Unworn apparel with tags attached may be returned or exchanged within **45 days**.
- Helmets can be exchanged only if unused, with tags and original packaging, due to safety considerations.

5. Non-Returnable Items

- Custom-painted frames or forks once work has begun.
- Special-order parts not normally stocked in the shop.
- Gift cards.
- Labor charges (tune-ups, wheel builds, custom fabrication).

6. Returns of Defective or Incorrect Items

If you believe a part or bike is defective or we made an error in your order:

- Contact the shop within 7 days of noticing the issue.
- Bring the item to the shop for inspection (or contact us with photos if shipped).
- If a defect is confirmed, we will repair, replace, or offer store credit at our discretion and in coordination with the manufacturer where applicable.

7. Online Orders & Shipping

- For shipped orders, the 30/45-day return window begins on the delivery date, as shown in the carrier's tracking information.
- Customers are responsible for return shipping costs unless we shipped the wrong item or the product is defective.
- Use a trackable shipping method; we are not responsible for lost return shipments.

8. Restocking Fees

- Certain special-order or high-value components may be subject to a restocking fee of up to 15%, which will be communicated prior to ordering.

9. How to Start a Return or Exchange

- In person: Visit us at our Rogers Park shop with the item and your proof of purchase.
- By phone: Call the shop so we can review options before you ship anything back.
- By email: Use the contact email on your receipt with your order number and photos.

10. Right to Refuse Returns

Chitown Custom Choppers reserves the right to refuse a return or exchange if items are returned without proof of purchase, outside the stated time frame, or in a condition that makes them unsafe or unsellable.

If you have questions about a specific situation, please ask before purchasing.

We are here to help you find the right setup for your ride.