**Appex Bike Shop – Return & Exchange Policy**

We want you to love every ride. If you’re not completely satisfied with your purchase, we’re here to help.

**30-Day Return Window**

* You may return most new, unused items within **30 days** of purchase for a full refund or exchange.
* Items must be in original condition with all tags, packaging, and proof of purchase.

**Non-Returnable Items**

For safety and hygiene reasons, we cannot accept returns on:

* Helmets
* Cycling socks and undergarments
* Opened nutrition products
* Custom-built bikes or special orders

**Refund Process**

* Refunds will be issued to your original payment method within **5–7 business days** after we receive and inspect the returned item.
* Shipping costs are non-refundable unless the return is due to our error or a defective product.

**Exchanges**

Need a different size, color, or model? We’re happy to offer an exchange within the 30-day window, subject to product availability.

**How to Start a Return**

1. Contact our **Customer Care** team at support@appexbikeshop.com or call **+1-800-APPEX-BIKE**.
2. Provide your order number and the reason for return.
3. We’ll send you a prepaid return label (for eligible returns).

**Damaged or Defective Items**

If your order arrives damaged or defective, notify us within **7 days** of delivery, and we’ll arrange for a replacement or full refund at no cost to you.

At **Appex Bike Shop**, your satisfaction and safety are our top priorities. Ride with confidence, knowing we’ve got your back.