



Farouk Talatini &lt;mfarouk.tawfik@gmail.com&gt;

**RE: Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black**

1 message

**Info** <Info@todson.com>  
 To: Farouk Talatini <mfarouk.tawfik@gmail.com>

Hello,

There is a two year warranty on these items, so within 2 years of your purchase.

Ethan Closius

*Customer Service*

**Todson Inc.**

4 Cogasset Street  
 Foxborough, MA 02035

Email: [ethan@todson.com](mailto:ethan@todson.com)  
 Office: 774.306.3259



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**From:** Farouk Talatini [mailto:[mfarouk.tawfik@gmail.com](mailto:mfarouk.tawfik@gmail.com)]  
**Sent:** Wednesday, December 05, 2018 12:00 PM  
**To:** Info <[Info@todson.com](mailto:Info@todson.com)>  
**Subject:** Re: Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black

Ok. How long do I have until I can do this to get a replacement?

Thanks  
 -farouk

On Wed, Dec 5, 2018 at 11:42 AM Info <[Info@todson.com](mailto:Info@todson.com)> wrote:

Hello,

Unfortunately, we need the case on site before we send a replacement.

Sorry for the inconvenience,  
 Ethan Closius

5/16/2019

Gmail - RE: Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black

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[4 Cocosset Street](#)

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**From:** Farouk Talatini [mailto:[mfarouk.tawfik@gmail.com](mailto:mfarouk.tawfik@gmail.com)]  
**Sent:** Wednesday, December 05, 2018 11:37 AM  
**To:** Info <[Info@todson.com](mailto:Info@todson.com)>  
**Subject:** Re: Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black

Hi,

Thank you for the response. I sent you the photos showing the case and the cracks. I don't want to use the phone without a case until the new case is delivered since I use intensively biking.

Would you mind sending me a new case along with a return label and I will return my current case?

Thank you,

-farouk

On Wed, Dec 5, 2018 at 9:12 AM Info <[Info@todson.com](mailto:Info@todson.com)> wrote:

Hello,

In a situation like this, all you have to do is mail the case in to us with a note explaining the issue and your mailing address. Once we receive this, we will send you a

[Our address is:](#)

**Todson Inc.**

[4 Cocosset St.](#)

[Foxboro, MA 02035](#)

(\*United States Customers only\*)

Ethan Closius

*Customer Service*

**Todson Inc.**

[4 Cocosset Street](#)

5/16/2019

Gmail - RE: Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black

Foxborough, MA 02035

Email: [ethan@todson.com](mailto:ethan@todson.com)

Office: 774.306.3259



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**From:** Farouk Talatini [mailto:[mfarouk.tawfik@gmail.com](mailto:mfarouk.tawfik@gmail.com)]  
**Sent:** Monday, December 03, 2018 11:28 AM  
**To:** Info <[linfo@todson.com](mailto:linfo@todson.com)>  
**Subject:** Re: Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black

No idea how they occurred, just normal use. Now the stand goes all the way back instead of stopping so I can use it.

I am located in Jersey city NJ

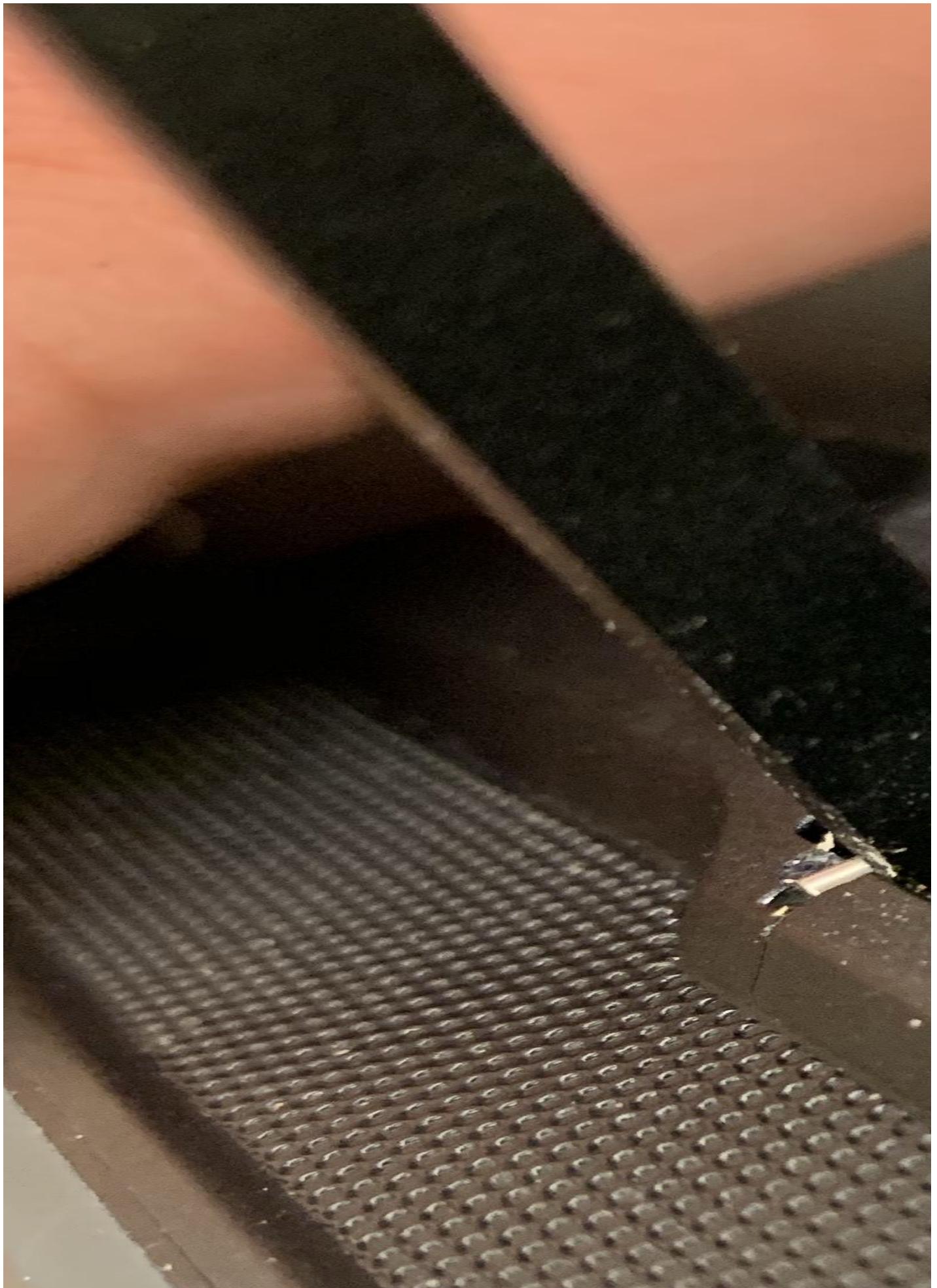
Photos attached.

Thanks.



5/16/2019

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On Mon, Dec 3, 2018 at 11:23 AM Info <[Info@todson.com](mailto:Info@todson.com)> wrote:

Hello,

Can you send a picture of this? Do you know how these cracks occurred? Where are you located?

Once I know more, I can assist you better.

Thank you,

Ethan Closius

*Customer Service*

**Todson Inc.**

4 Cocabset Street

Foxborough, MA 02035

Email: [ethan@todson.com](mailto:ethan@todson.com)

Office: 774.306.3259



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**From:** Farouk Talatini [mailto:[mfarouk.tawfik@gmail.com](mailto:mfarouk.tawfik@gmail.com)]

**Sent:** Sunday, December 02, 2018 11:31 AM

**To:** Info <[Info@todson.com](mailto:Info@todson.com)>

**Subject:** Topeak TRK-TT9855BG RideCase iPhone X Case for Bike Handlebar Mount - Black

Hello,

I purchased Topeak ridecase for iPhone XS and received last month, after less than one month of use, I see multiple cracks on the back where the stand comes out and it looks like th

Can I get a replacement for my ridecase?

Thanks,

-farouk