



D&D BICYCLES AND HOCKEY - POLICIES

Layaways

Our goal is to get you in the bike of your dreams and we understand that sometimes you need a little help to make that happen. That's why D&D offers a great layaway option. Please note these simple guidelines:

- All layaways require a minimum **10% deposit** at the time of your layaway
- A layaway holds your bike **for 30 days**, with regular payments
- If after 30 days you have not made a payment, or do not wish to maintain your layaway, whatever payments have been made will be transformed into an in-store credit and the bicycle returned to stock

Price Adjustments

Sometimes our sales may overlap or you may have purchased something just before or after a sale. If you bring this to our attention **within 7 days** of a sale, we will apply an in-store credit to your account to make up the difference.

Price Match

D&D always matches any **local competitors advertised price**.

Price match does not apply to online stores, but only local competitors with proof of sale price.

Returns

We will do our best to get you the right products for whatever you may need, but if you find the need to return something, please review the following guidelines.

Bicycles and Hockey Sticks

Full **return within 7 days**, with receipt and no signs of use

- CASH under \$50, cash return; over \$50, check from office
- CREDIT applied to same card used for purchase
- CHECK check mailed from office
- GIFT CARD, GIFT CERTIFICATE in-store credit

Accessories, Apparel, Footwear and other items

Full **return within 14 days**, with receipt and no signs of use, price tag and packaging intact

- CASH under \$50, cash return; over \$50, check from office
- CREDIT applied to same card used for purchase
- CHECK check mailed from office
- GIFT CARD, GIFT CERTIFICATE in-store credit

Special orders are non-refundable. Other restrictions may apply. No refunds on clearance items.

Trade-ins

If it's got two wheels and a seat, it's worth \$50 D&D dollars!

Trade in your used bicycle, and you'll receive a **\$50 accessories credit** when you purchase your new bike! We'll donate your trusty steed to an organization that restores bicycles for charity to spread the joys of cycling. (Limit one trade-in per customer).

- Does not apply to sale bikes
- Trade-in bike must be processed at close of sale only
- Good for up to \$50 in accessories

Trek Card

The application process is easy and takes only a few minutes. Once you are approved* and have received your account information, you can begin enjoying all the benefits of your Trek credit card account. *Subject to credit approval.

Cardholder Benefits

- Convenient minimum monthly payments
- No annual fee
- Convenient payment options (Ask your sales associate for details)
- Accepted at over 1300 Trek Retailers