

★ *The Hub* ★

CUSTOMER CARE PACKAGE

FREE 90 DAY TUNE-UP

AFTER YOU'VE SETTLED INTO RIDING YOUR BIKE YOU'LL WANT TO FINE TUNE IT SO IT KEEPS FEELING AND RIDING LIKE NEW. BRING YOUR BIKE BACK TO THE SHOP WITHIN 90 DAYS OF YOUR PURCHASE (OUR RECOMMENDATION IS 30 DAYS OF RIDING THE BIKE¹) SO WE CAN MAKE ANY ADJUSTMENTS NECESSARY. WE'LL GIVE YOUR BIKE OUR STANDARD HUB TUNE-UP AND GET YOU BACK ON THE ROAD AS QUICKLY AS POSSIBLE.

30-DAY FLAT PROTECTION

WE WANT TO DO EVERYTHING POSSIBLE TO KEEP YOU ON YOUR BIKE, SO IF YOU GET A FLAT IN THE FIRST MONTH, BRING IT IN AND WE'LL REPLACE THE TUBE FOR FREE.

15% OFF OTHER PURCHASES

WE WANT TO HELP YOU GET THE GEAR YOU NEED FOR THE TYPE OF RIDING YOU WANT TO DO. WE OFFER A 15% DISCOUNT ON ANY REGULAR-PRICED MERCHANDISE² ON THE DAY OF PURCHASE INCLUDING APPAREL, ACCESSORIES, AND COMPONENTS.

FREE ACCESSORY INSTALLATION³

WE OFFER FREE INSTALLATION ON NEW ACCESSORIES PURCHASED AT THE HUB ON THE SAME AS THE BIKE PURCHASE. THIS SERVICE WILL BE DONE AS SOON AS POSSIBLE ON A FIRST COME, FIRST SERVED BASIS ACCORDING TO ACCESSORY TYPE & SCHEDULING AVAILABILITY.

FREE AND DISCOUNTED COMPONENT INSTALLATIONS

SOMETIMES GETTING THE PERFECT BIKE MEANS WE HAVE TO MAKE SLIGHT MODIFICATIONS. FREE INSTALLS INCLUDE NEW PEDALS, STEM W/ REMOVEABLE FACEPLATE, SADDLE, & TIRES ON THE DAY OF PURCHASE. ALL OTHER COMPONENT INSTALLATIONS ON NEW BIKES ARE 25% OFF LABOR ON THE DAY OF PURCHASE.

FREE WATER BOTTLE

WE ARE EXCITED THAT YOU ARE GETTING A NEW BIKE! WE ARE GRATEFUL THAT YOU'RE GETTING IT FROM THE HUB. HAVE A FREE WATER BOTTLE ON US!

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ADVANCED BIKE FIT

ALL BIKE PURCHASES COME WITH A FREE BASIC FIT, AND QUALIFY FOR \$50 OFF OF OUR ADVANCED FIT SERVICE.⁴

FREE FIX-A-FLAT CLASSES

AS A PART OF OUR EDUCATIONAL OFFERINGS, WE OFFER SEASONAL FREE FIX-A-FLAT CLASSES EVERY 2-3 WEEKS IN SEASON THAT COVER THE BASICS OF FIXING A FLAT TIRE. PLEASE SIGN UP VIA OUR WEBSITE & BRING A NONPERISHABLE FOOD ITEM AS A DONATION FOR OUR LOCAL FOOD SHELVE. THESE CLASSES ARE OPEN TO EVERYONE, NO BIKE PURCHASE REQUIRED.

15-DAY MONEY BACK GUARANTEE⁵

IF YOU FIND OUT IT'S JUST NOT THE BIKE FOR YOU, BRING IT BACK WITHIN 15 DAYS FOR A FULL REFUND², PROVIDED THAT THE BIKE IS STILL IN NEW CONDITION.

¹90 CALENDAR DAYS OR 30 DAYS OF RIDING, WHICHEVER IS FIRST. (EXAMPLE: IF YOU RIDE 5 DAYS A WEEK AFTER 6 WEEKS THAT WILL BE 30 DAYS OF RIDING.)

²MERCHANDISE DOES NOT INCLUDE OTHER BIKES, FRAMES, TRAILERS, XTRACYCLE ADD ONS, LABOR, OR ANY USED ITEMS.

³INSTALLATIONS THAT REQUIRE ANY CUSTOM WORK WILL BE DONE AT A DISCOUNTED RATE. IF YOU RETURN THE BIKE, LABOR CHARGES FOR THE FREE ACCESSORY INSTALLATION/ALTERATIONS OF THE NEW BIKE WILL BE CHARGED RETROACTIVELY AND SUBTRACTED FROM THE REFUND OF THE RETURNED BIKE, SEE YOUR FRIENDLY HUB MECHANICS FOR DETAILS.

⁴DISCOUNTED ADVANCED FIT SERVICES MUST BE SCHEDULED WITHIN 90 DAYS OF PURCHASE.

⁵DOES NOT APPLY TO SPECIAL ORDER BICYCLES.

DON'T FORGET YOUR FREE TUNE-UP!
BRING YOUR BIKE BACK WITHIN 90 DAYS!

CUSTOMER NAME: _____

BIKE BRAND & MODEL: _____

DATE PURCHASED: _____ 90-DAYS FROM PURCHASE: _____