



## GIANT LOOP WARRANTY & RETURNS

We want you to be 100% stoked with your Giant Loop purchase — and if you're not, we need to hear about it, so we can make things right for you. Please see our Limited Lifetime Warranty, Repair Service and Return Form details below, and let us know how we can help.

- **Please use today's date as your Return Authorization Number. Complete Return Form and include in box with product. DO NOT SHIP VIA POSTAL SERVICE. Use a truly trackable shipping method (UPS, FedEx) and select "Signature Required." If your package is stolen from our front door, we cannot process your return.**

### NEW, UNUSED PRODUCT RETURN

- Giant Loop offers a money-back guarantee provided the Product is returned, in unused condition with original receipt, within 30 days of purchase.
- If returning new, unused product, please include all included components and packaging.
- If returning used product, please **THOROUGHLY CLEAN AND DRY** product before returning. Hand wash (do not machine wash) with mild soap, rinse with clean water and air dry (do not machine dry). **DIRTY ITEMS CANNOT BE PROCESSED.**

### INCORRECT, DAMAGED OR DEFECTIVE PRODUCT RETURN

- If you receive damaged or defective goods or items that you did not order, the items must remain unopened and unused so we can credit you in full, including return shipping if it is a result of our error, mishandled shipping or manufacturers' defect.

### LIMITED LIFETIME WARRANTY EXCHANGE & REPAIR

- Giant Loop provides to the original purchaser a limited lifetime warranty against defects in materials or craftsmanship if purchased directly from a Giant Loop authorized dealer. This warranty covers defective materials and craftsmanship only, and does not include damage due to normal wear and tear or misuse. Failure to comply with the included instructions for this Product will void the limited lifetime warranty. If defects in the materials or craftsmanship of the Product exist, notify Giant Loop immediately of the defect. Giant Loop will provide for repair or replacement of the Product, after Giant Loop has determined, in our sole discretion, that a defect is present. Proof of purchase is required to utilize the limited warranty provisions. If you experience any problems with the Product within the warranty period please return the Product or contact us for prompt repair or replacement at our discretion: [ride@giantloopmoto.com](mailto:ride@giantloopmoto.com), 458-206-9113.

### REPAIR SERVICE

Giant Loop recommends RUGGED THREAD in Bend, Oregon for factory authorized repair service on products that have been damaged by wear and tear or mishap. **Please contact RUGGED THREAD directly for options, estimates and shipping instructions. Simply text or call Kim: 541-306-8727 (EMAIL: [Kim@RuggedThread.com](mailto:Kim@RuggedThread.com)).**

## GIANT LOOP PRODUCT RETURN FORM

Returned Merchandise Authorization (use today's date): \_\_\_\_\_

Customer Name: \_\_\_\_\_

Where Purchased: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Returned Product: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Requested Remedy: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

*Please use today's date for your Return Merchandise Number*

*Product must be clean and dry, or it will be returned!*

*Ship returns via UPS or FedEx  
(signature required for delivery):*

*Attn: RETURNS  
Giant Loop  
63025 O.B. Riley Rd, Ste. 17  
Bend, OR 97703*

*Thank you for riding Giant Loop!*

