



The following applies to items purchased through the Praxis Online Store only.

"30 Day MONEY BACK Guarantee/ CHAINRING CHALLENGE (US ONLY)

Here at Praxis, we're a core group of riders and total bike geeks and we believe you should be completely satisfied with the purchase you have made. Should an item purchased through the **Praxis Online Store** fail to meet your expectations, we will gladly accept its return within **30 days** of original purchase. Follow these steps...

1. Call Praxis at **831-423-7464** to speak to a rep about your product issue and discuss the reason you'd like to return it.
2. Praxis will gather your customer information and original order information and issue a Return Authorization Number to return your product.
3. *You are responsible for shipping charges and insurance of the returned product to Praxis.* You should insure your product for its return as if it is lost/damaged. Praxis will not refund.
4. Once product is returned/received and checked in, your credit card will be refunded the cost of the product and applicable sales taxes.

- **DO NOT send back any product without first speaking to a Praxis Works rep to receive an RA# for your return. You will not receive a refund without an RA# from Praxis Works.**

- This only applies to Praxis Online Store purchases. For the return policy on a purchase made at your local Praxis Works Retailer/bike shop you'll need to ask them individually about their policies.

Customer Service

We make every effort to answer your phone calls the first time. However, if you have to leave a message we will return your phone call by the next business day (most times we get back to you within a couple of hours). The same holds true for your e-mails. So, if you ever have any questions regarding our Praxis Online Store or we can help with your shopping please call us 8am - 5pm PST, M-F at: (831) 423-7464 or e-mail us at sales@praxis-works.com