



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.**
- 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.**

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. Call for return shipping instructions: 458-206-9113.

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, 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).**

GIANT LOOP PRODUCT RETURN FORM

Returned Merchandise Authorization (use today's date): _____

Customer Name: _____

Where Purchased: _____

Date of Purchase: _____

Returned Product: _____

Reason for Return: _____

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 to:

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

Thank you for riding Giant Loop!

