

PowerCrank, Inc.

Terms & Conditions

Shipping and Handling

All shipping goes by way of DHL, UPS or USPS Priority mail unless otherwise noted. Please leave an email address with your order. It will help if we need to notify you concerning your order. All orders (if in stock) usually ship within two business days.

Our Guarantee

PowerCrank come with a 90-day, unconditional, money-back guarantee. You have 90 days to decide, based upon your own experience, whether PowerCrank will work for you. If you decide to return the cranks within this 90-day period, please pack them in their original packaging and send them back to us. After we receive your returned PowerCrank, we will refund you the sale value in full (less shipping cost).

Returns and Credits

Products returned to PowerCrank.com must be packaged properly. In case of canceled order, money will be credited back to credit cards where applicable.

You may contact us at:

Web: www.powercrank.com

E-mail: weborders@powercrank.com

Mail:

PowerCrank, Inc.

365 Pimlico Dr.

Walnut Creek CA 94596 USA

OUR CUSTOMER SERVICE HOURS: MON – FRI 9:00 AM-5:00 PM (PST)

Tel: (925) 944-1094

Fax: (419) 710-8477

Wrong Item Received

If an incorrect item is shipped, we will certainly exchange the items for you.

We can do this in one of two ways:

1. We will send a return postage label to you to attach to the original shipping box. Simply have your postal person pick it up or drop it off at your post office. We will exchange the items and re-ship (no charge shipping).
2. If you should need the item right away, we can re-ship and charge you for the new items sent out, then credit you once we receive the incorrect items back (including return shipping as well).

IMPORTANT: Please write on the invoice what we have shipped incorrectly and specify the correct item you need.

RETURN PRODUCTS TO:

PowerCrank, Inc.

365 Pimlico Dr.

Walnut Creek CA 94596 USA

Please be sure to include a note on your invoice explaining why you are returning the product and what you are requesting to be done (credit, exchange, warranty, etc.).

Payment

We accept Visa, MasterCard, American Express, Discover, and PayPal. If you are purchasing with a credit card you may place your order in one of three ways:

1. Online: www.powercranks.com
2. Tel: (925) 944-1094
3. Fax: (419) 710-8477

Important: If the address that you receive your monthly credit card statements at (the billing address) is different from the shipping address, please provide both addresses in full so that we may verify your credit card. Processing and shipping of your order will be delayed if we are not able to verify your credit card due to an incorrectly entered billing address.

Product Warranties

All of our PowerCrank crank-arms carry a two-year PowerCrank's warranty. Other products sold in our webstore carry standard manufacturers' warranties. Please contact us regarding any defect for replacement or repair:

PowerCrank, Inc.
365 Pimlico Dr.
Walnut Creek CA 94596 USA
Tel: (925) 944-1094
Fax: (419) 710-8477

When returning product, please include a copy of the Repair Form available on the contact/download page of our website. Please also enclose a proof of purchase (invoice or credit card statement) with any product you are returning for warranty inspection.

Please allow up to 1 week for the repair/ exchange of your item. All repairs are shipped via Ground Service. Should you require an expedited shipment, please note this on the repair form. A fee will be charged for Express services.

Is this website secure?

Our customer's security is very important to us. This Web site is tested and certified daily to pass the FBI/SANS Internet Security Test. We ensure that any credit card or address information entered on our site is encrypted and transferred to our mainframe safely.

Customer Privacy

PowerCrank.com will not rent or sell your name, address, phone number, email address, credit card information, or any other personal information to any third party without your permission. However, we must cooperate fully should a situation arise where we are required by law or legal process to provide information about a customer.

We are committed to protecting the security and integrity of our customer's information through technology that is designed for this purpose.

We take your privacy very seriously at PowerCrank.com.

If you have any questions or concerns please contact us at weborders@powercranks.com.