

Expresso Bike Parts Return/Exchange Policy

By placing an order from the Interactive Fitness Holdings' (IFH) online parts store <http://ifholdings.biz>, you acknowledge that you have read and agreed to this Return/Exchange policy.

IFH expressly disclaims implied warranties of merchantability and fitness for a particular purpose. Your sole remedy for any defective part shall be an exchange, as set forth in this Return/Exchange Policy.

Defective Parts

IFH accepts returns ONLY for a defective part, which is defined as a part that is visually damaged or defective at delivery to you, or which fails in normal usage conditions after proper installation within a period that is 120 days from the date the part left IFH's warehouse.

Defective parts can only be returned in exchange for the exact same part. An RMA for a defective part must be obtained within 120 days of the date your part left our warehouse (regardless of when you actually took delivery of the part, or installed the part).

For parts that IFH verifies to be defective, IFH will reimburse you for the shipping expenses, provided that your defective return is shipped via GROUND shipment only.

IFH will have sole and absolute discretion to determine whether a part meets the definition of defective as set forth in this Policy.

Returns/Exchanges Must Meet ALL Applicable Criteria

If your returned part does not match all applicable criteria listed below, it will be rejected by IFH and your RMA will be nullified, replacement orders will not be made, and you will be charged for all shipping to and from IFH that may be incurred by IFH. By requesting an RMA and/or shipping a return in violation of this Policy, you hereby agree to accept our shipment of the return back to you and to the payment of all shipping costs to and from IFH.

All returns must include the following:

- Original packaging (manufacturer's box, styrofoam, plastic bags, etc.)
- Valid Return Merchandise Authorization (RMA). To obtain an RMA, contact IFH Customer Service at 888-528-8589 X2 Monday-Friday between 9:30 a.m. and 6:00 pm (PST).
- Original packing slip, or a clear photocopy.
- The RMA number must not be written on the original manufacturer's packaging and box.

Once your return is received, is verified to meet the criteria above and to be defective, IFH will process the order for your replacement part, which will ship based on availability.

The risk of loss for the part being returned shall be with you at all times during the shipment of such part to IFH's warehouse and with respect to any shipments from IFH back to you.



Shipping

You are responsible for the safe arrival of products shipped to IFH. It is essential that the product be packed properly for shipping. IFH is not responsible for damage caused by the carrier, or damage due to insufficient packing.

Damaged packages and product will be promptly reported to you. If you wish to make a claim to the carrier for damages, you must ask the carrier to inspect the package and product. In that event, IFH will hold the package until it is inspected.

IFH is not responsible for product lost during shipping, product not received by IFH, and product shipped to addresses other than the shipping address listed on the RMA. IFH recommends using carriers that provide a tracking system for customers' use and proof of delivery notification.

If you have any questions, or require an RMA, please contact IFH Customer Service at 888-528-8589 X2 Monday-Friday between 9:00 a.m. and 6:00 pm (PST).

Effective December 1, 2009

Interactive Fitness Holdings, LLC.