Mail Order Form

For Fastest Delivery On Orders, Call 1-800-727-2453, Monday - Friday 9am - 9pm EST, Saturday, Sunday & Holidays 10am - 6pm EST Closed Thanksgiving Day and Christmas Day

PERFORMANCE BICYCLE

PO Box 991
Sophia, WV 25921
Fax: 1-800-727-3291
performancebike.com

❶ Billing Address:

Name_____

Address_____

City_____ State____ Zip_____

Team Performance #: _____

❷ Ship To: (Fill in only if different from "Billing Address")

Name_____

Address _____

City _____ State _____ Zip _____

❸ IMPORTANT!

A daytime phone number will speed your order if we need to contact you.

Home: (____) _____

Work: (____) _____

Email: _____

❹ Payment: ☐ Check or money order enclosed (No cash or C.O.Ds please).

Charge to my account:

☐ ☐ ☐ ☐

____/____/____/____

Expiration Date _____ CVC Code _____

❺ Merchandise: Please print all information clearly and use item numbers and color codes.

For products sold as sets, please list size/color of individual items on separate lines.

Qty	Item Number	Size	Color	Alt Color	Name of Item	Unit Price	Total Amount
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PRICES: All products are subject to availability and prior sale. All prices are subject to change without prior notice. All orders are subject to acceptance by Performance Bicycle®.

SHIPPING/HANDLING RATES

Order Amount	Regular Shipping	2nd Day Service	Over-night	2 Day Air AK,HI	AK, HI, APO Priority Mail	Canada Ground
$00.00-$25.00	4.99	13.99	21.99	16.99	9.99	12.99
$25.01-$48.99	6.99	15.99	23.99	18.99	11.99	14.99
$49.00-$100.00	Free	18.99	26.99	21.99	14.99	17.99
$100.01-$150.00	Free	19.99	27.99	22.99	15.99	18.99
$150.01-$250.00	Free	21.99	29.99	24.99	17.99	24.99
$250.01 and up	Free	22.99	30.99	25.99	18.99	25.99

Regular Shipping: via ground service.
2nd Business Day Delivery: no Saturday deliveries.
Next Day Air: Saturday delivery incurs an additional $20 surcharge.

Additional Charges: (1) apply for shipments to AK, HI, Guam, PR and VI - 2 Business-day Delivery, (2) Trainers, Work Stands, Bike Carriers and other over-size items require additional freight charges.
Note: When selecting Next Day or 2-Day Shipping, we may use air or ground shipping as required to get your items to you within the required time frame.

❻ Merchandise Total +

❼ Shipping/Handling +

Refer to shipping rate chart at left

Join TEAM PERFORMANCE® and get 2-day delivery upgrade FREE – at least a $9 VALUE!

❽ Discounts –

Discounts include, but are not limited to, Performance promotional coupons. When using % off coupons, use the Merchandise Total to calculate your discount. Discounts cannot be combined.

❾ Order-Subtotal +

❿ Sales Tax +

For shipments to the states that have a Performance Bicycle® store or office, we are required by law to collect sales tax; see our website for the specific rate for your area. Taxes are charged in the following states: AZ, CA, CO, FL, GA, ID, IL, IN, MI, MD, NC, NM, OH, PA, SC, TX, UT, VA, WA, WV.

⓫ Total Amount Due =

INTERNATIONAL SHIPMENTS

Call: 1-304-683-2059 or fax to 1-304-683-2001. Delivery charges are determined by the actual freight cost of each package. We accept American Express, Discover, Mastercard, and Visa as payment for orders and shipping charges (no cash, checks, or money orders). Duty and taxes are payable at time of delivery. Please include a phone, fax number or email address in case we need to contact you.

Canadian Orders

TOLL FREE: 1-800-727-2453 to order or **1-800-727-3291** to fax your order.
Payment: Our prices are in U.S. currency. You may use American Express, MasterCard, Visa, Discover Card or mail us a money order or personal check drawn on U.S. funds. See Shipping/Handling Rates at bottom left.
Oversized Items: Additional charges apply to oversized items such as trainers, workstands, and bike carriers. Call or email for exact rates.
GST and Duty: You will be billed 7% GST, a $5 processing fee, and duty based on the item (most clothing is 17.5%, most components 7.5%) for orders over US $17 by Canadian Customs. You will be contacted by the carrier regarding brokerage fees and collection of GST and duties.

DELIVERY

Due to limited production and availability of many of the products we carry, a particular item may be out of stock at the time you place your order. If a backorder causes your order to be sent in more than one shipment, we will pay postage on all shipments after the first one (except on international orders). Back orders ship via regular ground service. Additionally, some lightweight items will be shipped separately via US Mail. Note: When selecting Next Day or 2-Day Shipping, we may use air or ground shipping as required to get your items to you within the required time frame.

CUSTOMER SERVICE

Questions? We are committed to providing you with the best service available. Please write us or call our Customer Service number **(1-800-727-2433)**, if you have questions about shipping dates, billing information, etc. For technical information or questions please call **1-800-553-TECH**.

Returns: Your purchase is protected for 365 days from date of purchase. Items must be returned in "new" or "like new" (bicycles only) condition with proof of purchase and all original packaging, tags, and owner's manuals. Manufacturing defects will be covered by the manufacturer's warranty, including Performance Bicycle-designed products. For full details please visit performancebike.com.

You can return your item to any of our retail locations nationwide.

If you are returning or exchanging your item via mail use the following procedure:

1. Using a good carton, return package via insured US Mail or other Parcel Carrier of your choice. (Performance Bicycle® will refund the actual ground shipping costs to return damaged merchandise or to return merchandise due to a mis-shipment).
2. Complete the returns form on the back of your packing slip. If you do not have your packing slip, please include a note stating purchaser's name, address and approximate date of purchase.
3. Send returns to: PBS Returns Dept., 144 Old Lystra Road, Chapel Hill, NC 27517-6330 (we do not accept CODs).
4. Keep a record of shipment until you have received credit or replacement merchandise.
5. If you are returning the item by mail after one year, we will mail you a gift certificate for the value of the item.

PRIVACY POLICY

If you supply us with your postal address, you may receive mailings from Performance Bicycle® regarding new products and services. We also may share your postal address with reputable companies we feel match your interests. If you do not wish to receive mailings from Performance Bicycle®, receive duplicate mailings or want to be removed from the list we share please let us know. You can contact us by email at circulation@performancebike.com, by phone at 1-800-727-2433 or by writing us at Performance List Manager, One Performance Way, P.O. Box 2741, Chapel Hill, NC 27514 (when writing please include the mailing label from the advertising piece).