



Warranty on Flags

Due to a number of variables outside of our control (i.e. weather, amount of ride time, sun exposure, outdoor storage, whipping against bike, etc.) there is no expressed warranty on our flags. On rare occasion, if you happen to experience issues with your flags within the first two weeks of owning them, please contact us and we will address the issue according to the circumstances involved. Proof of purchase (receipt) is required if not purchased directly through Pro Pad.

Please keep in mind that flags are generally replaced yearly, depending on the variables mentioned above.

Gel Pro Pad Warranty

2 year MFG replacement warranty

If your product exhibits a manufacturer defect/fault within the warranty period, you can contact us at 1-800-403-2714. Be prepared to provide the following information:

- Your full name, phone number, and shipping address
- Date and place of purchase
- Proof of purchase (receipt)

An RA# (Return Authorization Number) will be given to you to write on the outside of the package along with the shipping address to send your product to Pro Pad Inc. Please **DO NOT** send in an item for “warranty” without getting permission from Pro Pad Inc. to do so.

You are responsible for the cost to ship the product to Pro Pad Inc. and Pro Pad Inc. is responsible for the cost to ship the repaired/replaced product to you. We recommend shipping the item with a carrier that offers a tracking number. Once the item is received by Pro Pad Inc, it must be inspected and approved for repair/replacement. If there are any concerns about the product or validity of your warranty claim, you will be contacted via phone at the number you provided.

Pro Pad Return Policy

You may return most new items that were purchased directly from us within 30 days of delivery for a full refund less shipping cost. They must be returned in the original retail packaging with all

parts/accessories. Items purchased from a dealer must be returned to that dealer so please be aware of their return policy prior to purchasing. We will not issue refunds for any Pro Pad products purchased from other sources. You should expect to receive your refund within two weeks after we receive your returned item, however, in many cases you will receive a refund more quickly. This includes the time it takes us to inspect the item once we receive it, process your return (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). If you need to return an item, please contact us at 1-800-403-2714 for a return authorization number. You'll need to write this number on the outside of the return package. You will be responsible for the return shipping cost. Returns without authorization will not be accepted.

Pro Pad Exchange Policy

You may exchange most new items that were purchased directly from Pro Pad Inc. within 30 days of delivery. Items must be returned in the original retail packaging with all parts/accessories. If you would like to exchange an item, please contact us at **1-800-403-2714** for a return authorization number. You'll need to write this number on the outside of the return package. Exchanges without authorization will not be accepted. You will be responsible for the shipping cost to and from Pro Pad Inc. for an exchange, as well as any charge for a difference in product price.