



Repair requirements



01 ESTIMATE

After submitting an estimate form to us, you will receive your estimate via email. Be sure to check your spam folder if you don't see it. An estimate must be generated and the work approved before shipping.

02 RPA FORM

Once you approve the estimate we will generate a repair/paint authorization form for your frame. You can include an alternate return shipping address on this form if needed. Your frame should arrive at least one business day earlier than your repair's start date. This form will need to be printed and left on top of your frame's packing material in your shipping box.

03 FRAME CONDITION

Your frame should be in a clean condition when sent in for repair. The RPA form will include details of required components, parts, or hardware to be shipped with the frame if needed for your repair.

04 BREAK DOWN

All repairs require your frame to be completely broken down unless otherwise stated on the RPA form. Failure to do this can cause longer turnaround time and incur extra cost.

VELONTIC
CARBON FRAME REPAIR & CUSTOM PAINT

Thanks so much for trusting us with your repair. If you would also like to take advantage of your frame already being with us, ask us about a custom paint job.

Please feel free to share your photos with us. We would love to see your repaired bike after it has been built up, or you riding your repaired frame!

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