

A black UPS truck is shown from the rear, partially obscured by green foliage. The truck has a yellow UPS shield logo, the number '67636' in red, and a Massachusetts commercial license plate 'R22-048'. A yellow vertical banner with the Velontic logo and text 'VELONTIC CARBON FRAME REPAIR & CUSTOM PAINT' is positioned to the right of the truck.

Shipping

your frame

01 LABEL PURCHASE

For the most economic shipping, we recommend purchasing your 1-way label through Bike Flights. Be sure to use an appropriately sized box for your shipment.

02 INSURANCE

All shipments have base shipping insurance, with around \$200 typically covered. You can purchase additional insurance for your frame's return shipping for peace of mind. List the amount you would like to purchase on the RPA form and it will be added to the return label cost.

03 PACKAGING

Package your frame according to your label provider's standards to ensure an easier claim process in case of damage. If your packing material is in good condition and safe for shipping we will reuse the packing material for return shipping.

04 RETURN SHIPPING

Your frame will be return-shipped according to the details on the label you purchase to send your item to us. We return to the sender on the label unless otherwise stated on the RPA form.

Thanks so much for trusting your frame to us. If you need us for any more custom paint work or carbon repair, we will be here for you.

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

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