



-Frequently Asked Questions-

What's included with a membership?

Race Pace Bicycles Rewards members receive these benefits:

- Free and easy to join
- Free Race Pace Bicycles Pint Glass for joining
- Each dollar spent earns points
- Earn rewards with as little as 1000 points
- Member-only exclusives like special events & bonus savings
- Double points events
- Special anniversary coupon of 500 free points
- Your own Rewards page (on our website) to track your points
- The opportunity to earn enough points to become a Premier member

What is a Premier Rewards member?

Premier members are our most loyal shoppers and receive extra benefits:

- Gain access after earning 40,000 qualifying points
- Two additional Bonus Points shopping days per year
- Priority repair service
- Personal shopper
- \$100 rental coupon
- \$50 Coupon for Retul Bicycle Fitting services
- Invitations to exclusive Race Pace events

How do I become a Rewards member?

Simple! You can join while in the store or by visiting www.racepacebicycles.com and clicking on the Race Pace Rewards button in the top navigation of the site.

How do I get a Rewards Card?

If you signed up online, you will be mailed a Rewards card within 10 days of signup. Or if you sign up in-store you will receive one then. If you lose a card you can log in to your account on the Rewards page of our website and request a new one. But remember you don't need the card to earn points, just make sure upon checkout you let the sales associate know you are a Rewards member.



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Do I have to carry a card?

That is up to you. You will be mailed a card upon joining and if you choose not to carry it, your rewards number can be looked up in the system by name, email address or phone number. You don't need your membership card to shop—but you do need to identify yourself as a Rewards member to ensure that you earn Rewards points when you shop.

How can I find my Rewards account number?

The account number is on the back of each Rewards card; it starts with an “R” followed by a string of numbers. You can also log in to www.racepacerewards.com with your email address and you'll find your account number there.

How do I check my points balance?

Your points balance is at the top of your monthly Rewards email update or can be checked on the www.racepacerewards.com website at any time.

How are Rewards points earned?

Once you are a Rewards member, you earn points for every dollar spent at Race Pace Bicycles.

How much are my points worth?

Each dollar spent at Race Pace Bicycles equals 10 points. As you accumulate points you qualify for these rewards. Occasionally there will be different campaigns where customers can earn more points.

Points	Value (dollar value redeemable as a store gift card or store credit)
1,000	FREE store water bottle
5,000	\$10
10,000	\$25
15,000	\$35
20,000	\$50
25,000	\$60
30,000	\$75
35,000	\$85
40,000	\$100 (Qualify as a Premier Rewards Member)

Do points ever expire?

No, once you earn points they are yours to keep.



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How soon after my purchase are points added to my balance?

Points will become active within 7-10 days of your purchase.

What if I think there has been a mistake with my points balance?

First, make sure you have waited long enough. It will take 7-10 days for points to show up on your balance. If there is a mistake, log in to the Rewards page of our website and enter your purchase details into the "Reward Discrepancy" form. In the event of any discrepancy, you must add the purchase to your account within 90 days of the original transaction.

What happens to my points if I return merchandise?

The point value of the return is deducted from your points balance immediately.

Do I earn points on tax?

Sorry, points are only earned on the subtotal before tax.

Can I earn Rewards points on my online purchases?

Yes, just add your rewards number in the comment field and we will make sure they get added.

Do I earn points for the purchase of Gift Cards?

No. When you buy a Gift Card, you are converting your money into "store cash" for someone else to spend. If the recipient of the gift is a Rewards member, that person will earn points when redeeming the card.

Can I earn points if I made a purchase without identifying myself as a Rewards member?

Yes, just log in to the Rewards page of our website and enter your purchase details into the "Reward Discrepancy" form. In the event of any discrepancy, you must add the purchase to your account within 90 days of the original transaction.

Can I give my points to another person?

No, but you can have your Rewards points issued as a gift card and give that gift card to a friend or family member.

Is there a minimum age to be a member?

You must be at least 13 years of age to be a Rewards member.



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Why does Race Pace need my email address and home address?

There are lots of membership perks available only by email. We send special offers and a monthly report with your Rewards balance. We also send out notices about member-exclusive events. We may occasionally use postal mail to send member-exclusive information.

How do I become a Premier Rewards member?

Rewards members who earn 40,000 qualifying points will qualify for Premier Rewards. You can view your lifetime point total on your personal Rewards page.

How do I know when I have qualified to become a Premier Rewards member?

We keep track of the total number of points you have earned and notify you through email. You can redeem qualifying points at any time and we monitor the total accumulation of points, not just your current balance.

Once I have qualified, how quickly do I begin receiving Premier benefits?

Just one shopping day after you qualify, you will receive your benefits on purchases made with your membership. Please allow 7-10 days for points to be posted to your points balance.

How long will I have Premier Rewards benefits?

When you qualify for Premier Rewards, you will receive the benefits for life.

What is a Personal Shopper?

Premier Rewards members can schedule personal shopping visits with a store manager or your favorite sales team member. These company representatives can also research purchase options and consult using phone and email with Premier Rewards members.

What does Priority Repair Service mean?

Premier Rewards members can call or email the store at which you would like to drop your bike off to receive priority repair scheduling and in most cases have 24 hour turnaround after the bike is dropped off at the store.

Rewards Redemption

As soon as you hit a qualifying level of points you can immediately turn those points in (Points Redemption) for an in-store credit against a purchase or be issued a gift card for that amount or the amount remaining after a purchase. Simply check your Rewards Balance on the



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www.racepacerewards.com website to find out your current points balance and stop by any Race Pace location to redeem your points.

Terms and Conditions

This Rewards program (“Program”) and its benefits are offered at the sole discretion of Race Pace Bicycles (“Company”). At its sole discretion, Company has the right to modify, add or delete any of the Program rules, terms, conditions, benefits or Rewards, in whole or in part, at any time, with or without notice, even though such changes may affect the value of points already accumulated, the value of the Rewards and/or the allowed time for redemption. Rewards are redeemable only at the Company stores and online at the Company website. Sales tax, prior purchases, shipping charges, special order charges and financing are excluded. Rewards have no cash value and cash will not be paid for unused portions of the Reward. Merchandise purchased with a Reward may be exchanged for merchandise only. Rewards are not transferable and the Company reserves the right to limit the time within which you may redeem Rewards. The Program has no predetermined termination date and may continue until such time as the Company, in its sole discretion, elects to designate a Program termination date. The Company has the right to end the Program at any time without providing written notice to you. You are responsible for notifying the Company of any changes of address. The Company is not responsible for Rewards which are lost, delayed or misdirected in the mail or otherwise during transit. Program points and Rewards may be subject to federal, state, or other taxes and such taxes are your sole responsibility.