



Paragon Machine Works Ordering

Do you have a minimum order requirement?

No.

Do you have to be in the bike industry to order parts?

No, we sell our products to the general public.

Are all your products made in-house?

Most of our parts are manufactured in-house. We order some of our hardware from outside companies.

Do you offer an industry discount?

No, we offer quantity discounts:

- Order 10-24 parts and receive a 7.7% discount off retail price.
- Order 25-49 parts and receive a 15.4% discount off retail price.
- Order 50+ parts and receive a 23% discount off retail price.

Quantity discounts do not apply to promotional items.

How long will it be until I get my back ordered items?

- We strive to maintain a stock of all items.
- The length of time required to machine back-ordered items depends on material and machine availability, and demand for the product.
- Please request to be notified when an item is back in stock by clicking on the link on the product page.
- Clearance items are not available for back-order.
- We suggest ordering four to six weeks in advance of when you will need your parts.

Will my order go out the same day that I place it?

- Please order in advance for best delivery (see above).

- Orders placed after 12 PM PST may not be processed until the following business day.
- Orders placed after 2 PM with expedited shipping may not be processed until the following business day.
 - When choosing expedited shipping (FedEx Express) keep in mind that FedEx picks up packages from us late in the day, and doesn't process shipments on Saturdays, Sundays or major holidays. For optimal delivery with expedited shipping, place your order before 2 PM on a Monday or Tuesday.

Scheduled Closures

We are closed on Saturday, Sunday, and the following major holidays: New Year's Day, Memorial Day, July 4th, Thanksgiving and Christmas. Orders placed on those days will be processed on the following business day.

What methods of payment do you accept?

All major credit cards and Paypal.

Can I buy things directly from your shop in Richmond?

We do not have a retail store but can accommodate pick-up orders between the hours of 8:30 am and 3:30 pm, Monday - Friday. We request that you:

- 1) Call in advance to make sure that someone is available to process your order.
- 2) Call or email in your order before you arrive.
- 3) Pay in advance with a credit card or bring exact change; we do not have any cash on hand.
- 4) Provide us with part numbers for the items you want to order.

Can I be put on terms with you?

We offer Net 30 terms once you have completed and signed a copy of our Credit Application Form, and your line of credit has been approved. Please [download](#), call or e-mail us for a copy of the form.

How do you handle tax exempt sales?

To create a tax-exempt account for you, we need to have a signed copy of your [California Resale Certificate](#) on file; an e-mail copy or fax is acceptable. This is not the same as your Seller's Permit. If you would like to place your orders online, we will need to help you set up a tax-exempt online account.

Please note: if you do not set up an account prior to ordering online then you will be charged CA sales tax. We are unable to refund sales tax once your order has been placed. Please call or e-mail us to make these arrangements.

Do you accept COD orders?
No.

Are your bicycle frame building components sold in pairs or individually?
Dropouts, shims, and barrel nuts are the only items that are sold in pairs; everything else is sold individually.

Defective Parts/Items Sent in Error

If you receive a defective part or we make an error on your order, please notify us within thirty days of purchase and you will be sent the replacement parts at no charge; a return shipment label will be provided so that you can return any parts sent in error.

Order Cancellation

Due to fees charged by our payment processing companies, cancelled orders will be assessed a 15% processing fee.

Return Policy

- 1) Products must be returned in original condition within 30 days of invoice date.
- 2) A credit will be provided for items returned within 31 - 60 days of invoice date.
- 3) No returns will be accepted after 60 days or for products that have been previously installed.
- 4) All returned products will be assessed a 15% restocking fee.
- 5) Returns are not accepted on discontinued or clearance items.
- 6) We do not accept returns on skewers.
- 7) When returning items:
 - a. Include a copy of your original packing slip or invoice.
 - b. Wrap the items carefully, refunds will not be given for damaged or previously used items.
- 8) Credits will be refunded through the original form of payment.