

Warranty Policy

MEMIL offers 3 year warranty to the original purchaser of MEMIL frames and parts. This warranty only covers manufacturer's defects and does not include normal wear and tear - including product that has been ran over, sat on, dropped off a cliff, lost or stolen.

For warranty questions and claims for all accessories please contact MEMIL directly at warranty@memilbike.com

Return Policy

1. All items, if returned for whatever reasons, must be accompanied by a Serial Number sticker on products.
2. Refer back to the bicycle dealer that sold you the product or contact MEMIL Customer Service at warranty@memilbike.com

Customer Service

When contacting Customer Service, please have the following ready:

1. Your Name and Mailing Address
2. Your Phone Number
3. Your Email Address (if applicable)
4. Product Model Name
5. Product Series Number on the products
6. Description of Issue