

Meld Saddle

Replacement & Return Policy

as of 2nd April 2018

Replacement/return due to fit issues

Users have up to 30 days after they receive their saddle to bring up any issues related to fit. We will troubleshoot with the user's help, and if a fit-related issue is confirmed, proceed with the replacement/return process. Troubleshooting and return shipment must be completed within the 30 days, with the root cause clearly determined in order for the right change to be made or return to be approved.

Returns due to equipment incompatibility

It is the user's responsibility to ensure that the rest of the bike allows for proper usage of the saddle. This includes and is not restricted to:

1. The bike frame and geometry should fit the user. For instance, if the bike frame is too big, it will not be possible to push the saddle forward sufficiently, resulting in a saddle fit issue.
2. Saddle clamps should fit the saddle, in terms of the clamp bolts not coming into contact with the shell (especially in the case of short carbon rails), and for side-loading clamps, they must work with 7x9 oval rails.

If we ascertain that the user's equipment is incompatible, it is up to Meld's discretion to accept returns and issue refunds (if any) and the amount.

Returns due to lack of perineum support

Meld saddles are not designed for sitting upright on the saddle nose on the perineum. This is unhealthy. It is the user's responsibility to ensure that the rest of the bike (e.g. seatpost and/or frame) can support sufficient saddle fore/aft adjustments hence avoid sitting on the perineum. If the user is unable to sit on the appropriate place on the saddle for whatever reason, it is up to Meld's discretion to accept returns and issue refunds (if any) and the amount.

Returns due to medical issues

It is the user's responsibility to notify us of any medical issue related to saddle fit before an order is placed. Medical issues include (and is not restricted to) those whereby the required saddle model cannot be generated by our online service. For instance, scoliosis can require an asymmetric saddle which we do not normally make. In the event that the user fails to notify us in time, it is up to Meld's discretion to accept returns and issue refunds (if any) and the amount.

Cost of returns

In the event of returns granted in accordance with our policies, users will need to ship the saddles back to us, after which the refund will be provided. Each refund amount will be determined based on the reason for the return, and will always exclude the cost of the imprint kits used (US\$32.50 each).

Returning without prior approval

Saddles returned without prior approval from Meld will be held for a week without further processing, after which its handling is up to Meld's discretion. Return postage will need to be paid by the user for shipment back.

Warranty handling

For issues related to premature wear (e.g. graphics coming off), mail the saddle back to us and we will repair/replace and return at no cost. The exceptions are impact-related damage (see below), and when warranty has been voided (e.g. using the saddle for mountain-biking).

Handling impact-related damage

Each Meld saddle's strength is tuned for its application and user. In cases of exceptions, which include but not restricted to:

1. crashes,
2. non-cycling related accidents (e.g. mounting the bike onto a roof rack and driving into the garage door),
3. riding in extreme road conditions (e.g. hitting multiple deep potholes)

we will handle things on a case-by-case basis. The general replacement policy for impact-related damage is:

1. Meld provides a 66% discount for the first replacement, 33% for the second, and none thereafter.
2. Users have the opportunity to request for a stronger replacement saddle, to handle cases where the average road condition is significantly worse than normal.