



## **ALPINE BIKES STIRLING BIKE CLUB MEMBERS AGREEMENT**

We stock a wide range of bikes from Trek, Gary Fisher, Klein, Ironhorse and Ridgeback as well as a great clothing and accessories range from manufacturers like Gore Bike Wear, Altura, Shimano, Giro, Cateye, Rockshox and Fox.

### **Membership Benefits**

- 15% off all non sale clothing and accessories\*
- Discounts on bikes\*\*
- 50% off labour on workshop repairs- workshop facilities are limited in Stirling- but we will do our best!
- Free use of Demo bikes
- Access to club nights, with increased discount (including Tiso promotions)

Members must present membership card at time of purchase.

\*This discount does not apply to **suspension forks and rear shocks**. We will be happy to quote the best price we can offer.

\*\*Bike discounts depend on manufacturer, model, availability etc. If you are interested in purchasing a bike please speak to the relevant shop manager who will give you a quote.

### **Alpine Aims**

- To offer the highest standard of informed and courteous service at all times.
- To select products which represent best quality and offer true value for money.
- To provide a relaxed, informal, and professional shopping environment.
- To provide a back up service, ensuring customer confidence and total satisfaction
- To offer best prices in Scotland for every product sold and in the event of failing to achieve, refund any difference according to "The Alpine price promise".

Customer service is our priority and staff selection holds this firmly in mind. Our staff range from very active racers through to occasional leisure cyclists and we try to insure they are knowledgeable of all things cycling and have a clear understanding of customer courtesy.

We undertake constant improvement reviews and welcome feedback, dialogue, and direct contact from our customers

### **Contact Details**

If you have any comments, problems or queries please do not hesitate to contact:

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