

UGLY! Pads FAQ's For Placing a Custom Order

How long will my order take? Depending on the work load, I will build your pad ASAP and will be able to get it out within a few days. However, the order volume does get heavy, and since all pads are being built by just me, your pad may not go out right away. Typically, your pad will take 7-10 days to construct. This time does NOT include transit. UGLY! Pads is NOT my only gig (I wish it was!), so I appreciate you for being patient.

You may receive tracking information early, that is because I print all labels at once to manage the work flow. Please keep your tracking number handy to refer to later.

What's the difference between a SOLID UGLY! Pad, a VINYL UGLY! Pad, a REGULAR UGLY! Pad and a HELLA UGLY! Pad?

- **SOLID COLORED PADS** - Single layer, tough duck cloth, with your choice of trim.
- **VINYL PADS** - Single layer, tough vinyl with your choice of trim.
- **REGULAR PADS** - Double layer (denim backing), cotton with your choice of trim
- **HELLA UGLY PADS** - Double layer (denim backing), cotton, with your custom idea. Our Lady of Guadalupe Pads are HELLA UGLY! Pads. For an Our Lady of Guadalupe Pad, you must choose a "backing color".

All pads are 15" in length

What happened to free shipping? Unfortunately, I have had many complaints about pads being lost in the mail. To avoid this, I have upgraded to Priority Mail shipping so you can track your order as it makes progress to your destination.

Do you ship internationally? No. I've experienced A LOT of problems with international orders; things are being lost in customs, pads are getting stolen... it's become a real hassle. I am completely discontinuing international orders, indefinitely.

Do you honor returns or exchanges? I will replace your pad, free of charge, if:

1. I made a mistake on your order (i.e. I shipped you the wrong pad, color is not what you ordered, missing a lock-loop, etc.)
2. The pad has come apart or was damaged in shipping. Damaged pads will require photo proof.

I will NOT replace your pad, free of charge, if:

1. You changed your mind on your color, pattern, length trim or lock loop choice.
2. Your address is not current on your PayPal account.
3. You damaged the pad in a fall or crash.
4. You damaged a pad when installing it.

How thick of a top-tube will an UGLY! Pad cover? The **MAXIMUM** top-tube diameter an UGLY! Pad is compatible with is 1 1/4" inches. If you're not sure what the diameter of your bike's top-tube is:

1. Take a string and wrap it around your top-tube; measure the string end-to-end to get the circumference.
2. Divide the circumference by π (3.14).
3. *Example:* if the circumference is 4 inches; $4" \div 3.14 = 1.27"$
4. In the example above, the pad WILL fit.

Almost ALL steel frames will have a top-tube 1" - 1. 1/4" in diameter. Usually, aluminum or carbon frames will not be compatible with UGLY! Pads.

I'm having trouble deciding on what trim color to combine with my cover. Do you have any tips? This is actually a simple yet effective way of matching your trim to your cover. Much like you'd match a tie to a dress shirt, you pick one color of your cover and match it to the corresponding trim color. Or, if you're just going with a solid color cover, sky's the limit!

Are the pads weather resistant? With the exception of VINYL Ugly! Pads, all pads are cotton. I would advise buying some rain resistant spray-on coating from your local outdoor sporting goods store that is used for backpacks and tents if you need your pad to be weather resistant.

Can I get a pattern that you don't have listed on your website? I would be more than happy to help out with your special order. Please contact me via e-mail before placing a special order. I may, or may not, be able to get the pattern you like. Remember, special order fabrics may result in a 5 day additional delay and/or cost.

Can I get custom, embroidered lettering done on my pad? This service has been discontinued.

Can you do screen-printing of a design I send you? As of August 1st. 2010, this service has been discontinued.

How are your pads constructed? UGLY! Pads are made exactly like old-school BMX pads: a separate cover wraps around a pad that fits around your top-tube. Everything is secured with a hook and loop system.

I'm a dealer/store owner and would like to carry your pads. Do you do have special pricing for dealers? All UGLY! Pads are constructed individually, custom, one-off builds by special request from the person who orders one. I've tried store deals before, but due to the nature of the way these are constructed and the little manpower I have, I only operate via this website for individual orders. I do, however, love to create special builds for events such as alley cat races or charitable causes. Please contact me if you have such a request.

I'm holding an event/race/charity, can you sponsor us? I would be more than happy to sponsor your event. Please give me 3-4 weeks in advance minimum to construct some donation pads. Any shorter notice will be declined.

Thanks!

Dion @ UGLY! Pads
dion@uglypads.com