

Bend Bella Cyclists 2022 Apparel - FAQ's

How can I make sure I order the right size(s)?

All garments are custom-made and therefore non-returnable, so it's essential to make sure you order the correct size(s). There are several resources available to ensure a great fit:

- **Fitting Resource #1:** Pactimo's Size and Fit Charts: [Size and Fit Charts](#)
- **Fitting Resource #2:** Contact Pactimo's fit expert at 1-800-801-9869, Monday-Friday between 7:30 am-4:00 pm Pacific, or send an email to custom@pactimo.com.

When will I receive my Bellas garments?

Your cycling garments should ship within 4-6 weeks after the monthly online store closing period. Garments will be sent via FedEx directly to you.

IMPORTANT: Please take care to select the correct garment and size. Pactimo Custom garments are made to order especially for you and are not kept in stock for return or exchange. However, Pactimo does offer us a one-time size replacement in the same style for anything you order. If you need to take advantage of this, keep in mind it will take another 4-6 weeks to remake the garment, so we encourage you to do your fit research before ordering.

I received my order and I need a different size – what do I do?

Pactimo offers a *one-time size replacement in the same style*. It will take 4-6 weeks to remake and ship the garment. To order your replacement garment, contact Alison Sisson at Pactimo: asisson@pactimo.com (720) 574-9664.

Additionally, we have a "Swap Sheet" for members to list items available for exchange or purchase. If you haven't received the Swap Sheet via email, please email a request to Jodi Grossman at the address below.

Other questions?

We hope we've provided everything you need to know! But if you still have questions, contact Bend Bella Cyclists Merchandise Manager Jodi Grossman at jodi.a.grossman@gmail.com.