

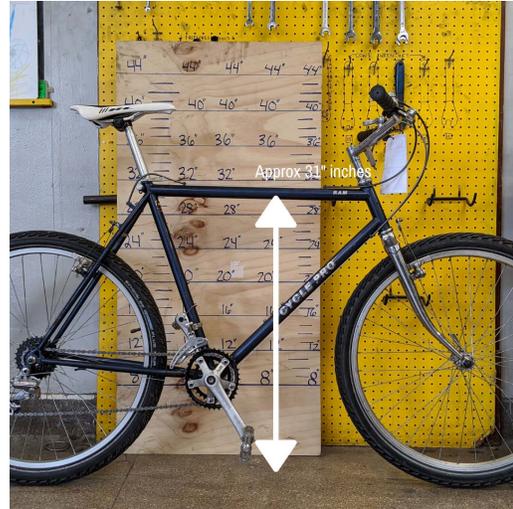
Common Questions and Answers

How can I tell if a bike will fit me?

The information below can be used to guide you in choosing a bike that should be the appropriate size for you. Sizing a bike online can be a tricky process. We hope these tips can help make it a little easier!

For bikes with a straight top tube:

Generally, you want to have 1" of clearance between yourself and the bike when straddling the top tube. To see if a bike will fit, put on some sneakers or whatever shoes you will be riding in the most, and measure from the ground up. Note the height of the top tube in the picture and where that measurement falls on you. If you have around 1" of space the bike is probably an appropriate size for you. If you have any more or less space the bike may not be the most comfortable to ride.

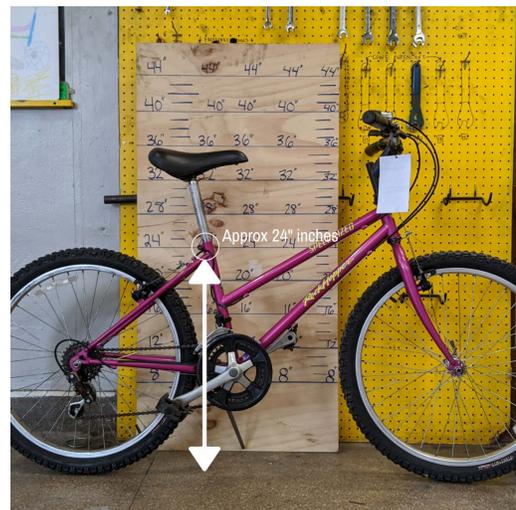
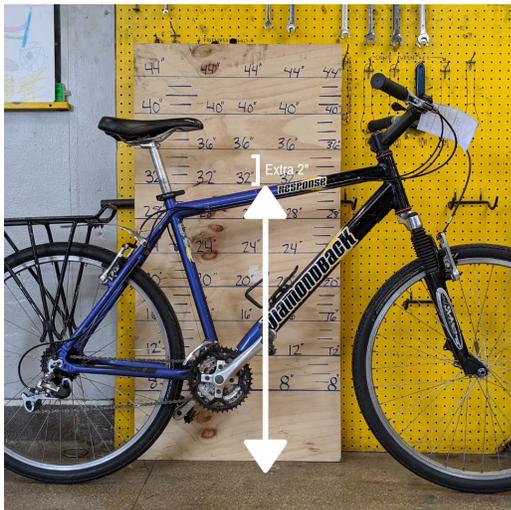


For bikes with a sloping top tube:

There are a few variations.

The first photo is a mountain bike style bike with a slightly sloping top tube. For these bikes you can follow the same advice as the straight top tube but allow approx. 2" of space instead of 1".

The second photo is a bike with a more drastically sloped top tube. For these bikes instead of looking at the top tube stand over it can be helpful to look at the measurement of where the seat post enters the frame. If you add about 5 inches to this number to account for the seat you will get a good idea of how low the seat can go. If you can stand over this number with shoes on (on your tip toes is okay) the bike is probably small enough for you. If you stand over this number with feet flat on the floor and have more than 6" or so of space the bike is probably too small for you.



Can I take a test ride?

At this time we don't have a good way to conduct test rides given social distancing guidelines and our limited staff capacity. Rest assured that if you do make an online purchase that doesn't seem quite right for you in person, we will make every effort to remedy the situation. Do your best to use the sizing guide above and bike description online to inform your purchase.

When will more bikes be posted on the online store?

We are so glad that you are interested in supporting us by purchasing a refurbished bike. We are trying our best to keep up with demand and post new bikes up on our site whenever we can. We suggest checking the site once or twice a week to see if we have anything new to offer.

Do you have bikes available that aren't posted online?

We do not. Everything we have that is ready to go is posted on our website.

Can I come into the shop and browse?

Currently there is not public access to the workshop. We look forward to the day we can open our doors and safely allow folks in again and when day comes it will be featured prominently on our website and social media.

Can I buy used parts online?

Unfortunately, no. Due to tricky sizing and possible compatibility issues we don't have the capacity to offer used parts on our online store right now. If you need a particular part for your bike please schedule a "Bike Repair Miscellaneous" appointment on our website. Indicate what part you need in the notes. We will find the right part for you and install it for a fee.

I have a bike I'd like to donate. How do I go about doing that?

Firstly, thank you so much for your support! Your bike donations are what keep us going and allow us to redistribute bikes across WNY. We are currently at our shop on 98 Colvin from 9am-5pm Monday through Friday. Donations can be dropped off on the blue and green bike rack out front.

My question is not answered here. What do I do?

Email our Workshop Manager Stacy at stacy@gobikebuffalo.org