

Hi Syd. I had great hope and faith that your product , The Db snorkel would be all that your site said it would be, and in terms of noise reduction, it seemed to do a decent job. However its durability leaves much to be desired and I am extremely pissed off that I wasted my hard earned and scarce cash on such a fragile product.

After Following installation instructions to a tee, (And might I add that I am an ex GP mechanic with 20 years of experience, so the damage has nothing to do with mechanical incompetence) I took the bike out for a test ride in the field behind my house. All was going well, and I pulled back into the garage to double check all connections, etc and all was perfect. About 20 minutes or so into the ride I had a very small tip over - as everyone does now and then at some when they ride. All was fine on the bike, barely a scratch, but the snorkels lower tube had been ripped clean in half!!! How can a product designed for vehicles that crash on a regular basis be so fragile? Any way if I am going to be replacing parts for this thing every time I ride then frankly its not worth the hassle and I will take my chances with the neighbors. The worst part for me is that I have a small riding budget for the summer and I really wish I would've bought something else for my bike that would have lasted for more than a day.

Its sad because I was prepared to endorse to all I came in contact with about your great product, but that obviously wont be happening now. I strongly feel that I am entitled to a full refund (I really don't want a replacement, thank you) and why shouldn't I be? I didn't even get a full day's riding out of it! I await your response and will gladly return all pieces back to you immediately. You seem like a nice guy and I'm sure that you have put your heart and soul into this product but your gonna have to work on the durability factor a bit more. I would appreciate you working with me on this, as I would hate to have to share my experience of the Db Snorkel with the online community - sorry if I am sounding like JR Ewing now, but I am feeling pretty ripped off. All the best

