

# Returns Policy

**Delivery damage must be returned within 48 hours for exchange.**

## **Cancellation**

We accept order cancellation before the product is shipped or produced. If the order is canceled you will get the full refund. We cannot cancel the order if the product is already shipped out.

## **Returns (if applicable)**

We accept a return on products. Customers have the right to apply for return within 7 days after the receipt. To be eligible for a return, customers must receive the product in 100% new, Resellable condition. Merchandise is not eligible for a refund if it has been assembled, ridden, worn, used, abused, damaged in any way. The merchandise must arrive complete, including warranty cards, manuals, accessories, promotional material, and in the original packaging. **Customer must initiate return shipment of the merchandise within 7 days of the purchase date and pay for the shipping cost to our warehouses located in the U.S.** We will finish the inspection within 5 days after receipt of the product. If the returned products are not in original condition according to Clause, We will refuse a refund. If the returned products are in original condition according to Clause, We will agree to refund the paid amount.

## **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

## **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [contact@etekbikes.com](mailto:contact@etekbikes.com).

Please contact our Customer service at [contact@etekbikes.com](mailto:contact@etekbikes.com) to get the returned address.