

## **Credit or Refund**

You can expect a credit or refund, less the freight charges and the 20% restocking and handling fee, in the same form of payment originally used for purchase within 30 days of our receiving your returned product back complete and in good and unused condition, supposed the return request is received in writing within seven days of the delivery date. You will be refunded the purchase price, EXCLUDING the shipping cost and a 20% restocking fee.

SHIPPING CHARGES INCLUDED IN THE PURCHASE PRICE OF THE MERCHANDISE ARE NON-REFUNDABLE.

CUSTOMER IS RESPONSIBLE FOR RETURNING MERCHANDISE AT THEIR OWN EXPENSE

## **Returning an Item**

Items are considered to be oversized if they are heavier than 50 pounds. You will not be refunded shipping charges under any circumstances on Oversized Items that are returned. Please be aware that shipping charges can be quite expensive for Oversized Items. Follow these steps to return an Oversized Item:

If you have assembled the product, disassemble it before shipment using the original protective packaging materials.

Package the disassembled item(s) securely in original product packaging, whenever possible. Please include all paperwork, parts, and accessories. All products must be returned in good condition, to insure a refund or credit.

Contact a Customer Service Specialist at [ETrikers@yahoo.com](mailto:ETrikers@yahoo.com) for instructions on arranging a freight delivery pickup for your items.

You must be present at the location and time of pickup. All packaged item(s) must be at the front door for the freight driver.

To receive a refund or credit, items must be returned within 15 days of original shipment date.

Credit for gift returns will be issued to the original purchaser.

**IMPORTANT** If there is significant visible damage to the carton upon receipt, request that the driver note the damage and request a claim be filed with the carrier for damage. You should also immediately contact ETrikers Customer Service representative at via email.

## **Damaged, Missing or Defective Items**

If you receive a damaged, missing or defective item, contact our Customer Service Department within 3 days of delivery in writing. Please be prepared to supply the order number and item number from your original confirmation e-mail, as well as your e-mail address and phone number.

We will make every reasonable effort to assist you by either providing replacement parts or technical assistance to solve the problem.

It is the purchaser's responsibility to check the product for proper operation prior to using it, such as adjust tire pressure, check/add oil, charge batteries etc.

if something you received is incorrect (such as wrong color, wrong type of charger etc.) It is the receiver responsibility to check items upon receiving and must notify company in writing within three days from the date of delivery to receive a replacement. We may ask that you to send us the incorrect part so we can inspect and if needed, replace it for you free of charge. After three days customer cannot claim that the item received was incorrect. NO CLAIMS will be accepted after three days.

The shipping company requests that you note any damage on the delivery paper at the time of delivery, including any damage to the shipping container! If you fail to do so, you will be liable for all the costs related to damage or shortage.

In such case, you are not eligible to return your product for refund by claiming that it was received damaged or nonoperative.

Electric tricycles are shipped 99% assembled, placed on a large wooden pallet.

Electric scooters are 99% assembled, shipped on a large pallet.

We use different freight companies, so the transit time is about 3-7 business days depending on the specific freight line.

We must ship to a physical address. Phone number required.

If the shipment is refused, the two-way freight charges will be collected plus the 20% restock fee.

Products are shipped with standard ground shipping method. If customer requests any special handling such as inside delivery, liftgate etc. these charges will be added to the bill.

Order cannot be canceled once it is shipped. If it is canceled, then it is considered a refused shipment.