

# Returns - Shipping

## Damaged or Defective Items

If you receive a damaged or defective item, contact our Customer Service Department within 3 days of delivery at [service@ewheelsdealers.com](mailto:service@ewheelsdealers.com) . 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. ELECTRIC WHEELS will make every reasonable effort to assist you by either providing replacement parts or technical assistance to solve the problem.

SHIPPING CHARGES INCLUDED IN THE PURCHASE PRICE OF THE MERCHANDISE ARE NON-REFUNDABLE.  
CUSTOMER IS RESPONSIBLE FOR RETURNING MERCHANDISE AT THEIR OWN EXPENSE IMPORTANT

## Credit or Refund

You can expect a credit or refund, less a 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. You will be refunded the purchase price, EXCLUDING the shipping cost and a 20% restocking fee.

## Cancelled Orders

Orders cancelled after the item has shipped are subject to all standard return policies. You must accept delivery, obtain an RA Number and ship the item back to the correct address. If delivery of an item is refused, return shipping costs are deducted from the issued credit and a 20% restocking fee will apply.

## Returning an Item

### Standard Return Shipping

1. Pack the item(s) securely in the original product packaging, if possible. Please include all paperwork, parts, and accessories. All products must be returned in good condition, to ensure a credit.
2. Complete the return reason questionnaire and include it in the return package.
3. Before sending your return shipment, please remove all extra labels from the outside of the package.
4. Send the return package to the following address:  
EWheels  
RETURNS DEPARTMENT  
750 E. Covey Lane, Suite 135  
Phoenix, AZ 85024
5. All return shipping charges must be prepaid. We cannot accept C.O.D. deliveries.

6. It is recommended that you use UPS whenever possible for your return. Retain the return Tracking Number to monitor delivery status.
7. To receive a refund or credit, items must be returned within 10 days of original shipment date.
8. Credit for gift returns will be issued to the original purchaser.

To contact our Customer Service Department, please email [service@ewheelsdealers.com](mailto:service@ewheelsdealers.com) .

### Returning an Oversized Item

Items are considered to be oversized if they are heavier than 30 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:

1. If you have assembled the product, disassemble it before shipment using the original protective packaging materials.
2. 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.
3. Complete the return reason questionnaire that was included with your packing slip. Remove the mailing label portion and include the remainder of the slip in the return package.
4. Contact a Customer Service Specialist at [service@ewheelsdealers.com](mailto:service@ewheelsdealers.com) for instructions on arranging a freight delivery pickup for your items. Please have your customer ID number located on your packing list available when you call.
5. 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.
6. To receive a refund or credit, items must be returned within 15 days of original shipment date.
7. 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 ELECTRIC WHEELS Customer Service representative at [service@ewheelsdealers.com](mailto:service@ewheelsdealers.com) .