

Return Policy

Date 1/1/2019

At FreeRiderUSA, our goal is to ensure that you always select the right product for your needs. However, you may occasionally receive a product that doesn't work for you. If you need to return an item, please review our Return Policy below.

You are entitled to return all products from FreeRider USA within 5 working days of receiving the products to FreeRider USA for full reimbursement, provided the product is complete, unused and undamaged.

They must be returned at the customers expense in their original packaging and meet the following conditions:

- Product must be in new condition. For example, no cracks, scratches, dirty or marked tires, or any indications of usage.
- Product must be returned in its original packaging. You can purchase new packaging for power chairs and scooters by calling customer service.
- A RMA must be requested from FreeRider USA within 5 working days of receiving of the product.
- Once an RMA has been generated, products must be returned within 10 working days.

There are certain products that are custom-made by the manufacturer and are **non-returnable**. These include:

- Demo Products
- Battery

All of products are required a 15% **restocking fee** for returns after receiving over 7 working days less than 10 working days. Damaged parts will be deducted from your refund.

All returned products require a **Return Authorization number**. Returns received without this number will not be credited.

You need to contact your original dealer to request an RMA number. Please include your order number, name and the item number you are returning.

PLEASE NOTE: Products returned without an RMA number will not be credited. To receive full credit, items must be shipped within 10 working days from the day the RMA Number and shipping information were provided by FreeRider USA.





Return Shipping

Unless FreeRider USA made an error, return freight is the customer's responsibility. We will be happy to help you determine which shipping method to use once you have requested your RMA number. We highly recommend insuring larger items for their retail value to protect against shipping damage.

Please be sure to carefully follow all return-shipping instructions that are included with your Return Authorization number. If an item is returned to the wrong address, FreeRider USA reserves the right to charge for any additional shipping fees associated with shipping the item to the correct location. In addition, if a scheduled pickup with a delivery carrier is missed, FreeRider USA may institute a \$10 fee per missed scheduled pickup.

Cancelled Orders

Orders cancelled after the item has shipped are subject to all standard return policies. You must accept delivery, obtain an RMA 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 15% restocking fee (minimum \$20) will apply. Second-Day and Next-Day shipping costs will not be credited if delivery is refused.

Credits

Once your return is received, FreeRider USA will issue a credit to your original payment method for the purchase. Please allow up to 2 weeks for your credit to be issued.

If your item is defective or was damaged in shipping, please call your original dealer. We will arrange for the item to be repaired or replaced promptly.

