

## Freego Return & Refund Policy

### Return Policy

We have a 20-day return policy, which means you have 20 days after receiving your item to request a return.

A return request must meet the following criteria:

- We'll also pay the return shipping costs if the return is a result of our error (receiving defects or the wrong item)
- Delayed shipment. If the goods are not delivered on time due to the special situation of Freego, we will refund all the fees.
- We will charge you restocking fees for opened, tested, or used items depending on the condition of the item.
- Must require a 10% restocking fee for customer changing their minds or refusing a shipment.
- All customers must provide a Return Merchandise Authorization (RMA) code and a reason for the return.
- We will gladly provide your refund 3 days after we receive the item and inspect it.
- Any shipping charges incurred when returning the product to Freego are the responsibility of the customer.

To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, or the ebike must have less than ten (10) miles on the odometer, it and must include all items that were inside the box (charger, keys, hardware, etc.), and in its original packaging. You'll also need the receipt or proof of purchase.

### Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

To start a return, you can contact us at [help@freegobikes.com](mailto:help@freegobikes.com). If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

**\*Note:** Items sent back to us without first requesting a return will not be accepted.

If you confirm that you meet one of the criteria, then go to [Make a Return Request](#).

#### **Non-returnable Items Include But Are Not Limited To:**

1. Product from Unauthorized Reseller
2. The damage is caused by human
3. Special order
4. sale items or gift cards

Return Address: 601 S 6th Ave, La Puente, CA 91746 USA

\*Please communicate with us about the specific return method before returning the goods. We do not accept returns that are returned without communication.

## **Refund Policy**

Most returns can be processed within 5 business days after we receive your package. Considering 3-5 days for delivery, we may need 10-15 days to confirm your refund. Please understand that we need to refund to your card bank first within 48 hours. But your card bank may need 7-14 business days to transfer the money to your card account. We can't control the processing speed of your card bank. Please ask the card bank for detailed information.

If you have further questions, please feel free to contact us. We always provide you with excellent service: [help@freegobikes.com](mailto:help@freegobikes.com)