

# Frequently Asked Questions

- Do you accept Insurance, Medicare, or Medicaid as forms of payment?

We do not accept or participate in any insurance plans; however, we do have financing options available if you need to make payments over time on your scooter. We also periodically have various coupon codes available that you may apply towards your total cost. Please contact us for details before you place your order if you have any questions!

- Where do you ship your products to?

We only ship to the contiguous 48 states and require a U.S. credit card, U.S. billing address, and a U.S. shipping address in the US. We do not ship to Alaska or Hawaii.

- Do you have expedited shipping?

We do not offer expedited shipping but the most of our products are delivered within 1-3 business days after the order is processed.

- Can I apply more than one coupon?

You may not apply more than one coupon at a time/on one order.

- Do you offer discounts for veterans or senior citizens?

Unfortunately, we do not offer discounts for veterans or senior citizens. However, we often have a sitewide promotion running which can save you money.

- How do I return an item?

For help in returning an item please call our Customer Care Team at 1-800-697-6765. Our team members are available Monday-Friday, 9:00AM - 6:00PM EST and Saturday from 10:00AM - 2:00PM.

- Are all items returnable?

Most items are returnable. The return policy for each item, including exceptions, is posted on each product's page as well as in our resources section. All items must be in their original sealed internal packaging. There are no returns on ShopRider products.

- Do you have a storefront location?

We do not have a physical storefront location. We are an online retailer with distribution centers located throughout the United States.