

Glion Return Policy

Probity Cell LLC dba Glion Electric Scooters wants you to be 100% satisfied with the products you purchase. If at any time within thirty (30) days of receiving your order, you are not 100% satisfied, you may return it to us for a refund. The product must be returned undamaged (except for damage covered by our warranty) and in the original packaging. Purchaser must follow this return procedure:

Within 30 days after receipt of the Product, Purchaser must contact Glion Electric Scooter Customer Operations at support@glion-scooter.com and request a Return Material Authorization (RMA) number.

After Purchaser receives an RMA number from Glion Electric Scooter, Purchaser must return the Product to Glion in the original packaging. The Product must be shipped no later than three business days after the RMA is issued. The RMA will include the return shipping address. For Domestic purchases (the Continental United States excluding Alaska), the Purchaser is only responsible for the cost of return shipping. For international purchases, the Purchaser is responsible for the cost of return shipping and duty plus the original shipping and duty costs. Domestic return shipping labels can be purchased on our website for our Glion Dolly by following this link: <https://glion-scooter.com/product/model-215-dolly-return-shipping-label/> and for our Glion SnapNgo by following this link: <https://glion-scooter.com/product/model-315-snapngo-return-shipping-label/>.

Upon receipt of the returned Product, Glion Electric Scooters shall inspect the returned Product to confirm that it is undamaged (except for damage covered by our warranty) and in the original packaging. Upon such confirmation, and provided the Purchaser has followed the procedure set forth in this Policy, Glion Electric Scooters shall credit Purchaser for the purchase price less applicable deductions for international purchases.

If Purchaser returns Product that is damaged due to reasons not covered under the warranty, not in the original packaging, or otherwise not in accord with this section, then Probity Cell LLC shall not issue any credit to Purchaser and Purchaser shall pay all costs for return shipment of the Product to Purchaser.