

Return Policy

If you disagree with any of the terms and conditions herein, you must submit a written request to info@smartscoot.com for a Return Authorization within 3 days of delivery. Do not unpack or assemble the SmartScoot™. The scooter must be returned in its original box and in new and unused condition, accompanied by the original receipt. All other returns must be made within 14 days of delivery and only in “as new” condition. The customer is responsible for all shipping costs including incidental shipping damage caused by improper packing. A Return Authorization must be made by written request to info@smartscoot.com and the return must be accompanied by the original receipt. The scooter must be returned in its original box. All returns are subject a 10% restocking fee.