

AOSTIRMOTOR WARRANTY AND RETURN POLICIES

WARRANTY POLICY

The warranty period of our bikes is one year and the warranty period of easy-to-wear parts is half a year. We are not responsible for man-made damage. If there is a problem with the product itself, we will be responsible for it free of charge.

RETURN POLICY

If you want to return an electric bicycle that is neither defective or damaged, please note that we only accept such return requests submitted within 30 days of delivery. Please contact our customer service staff (aostirmotor@gmail.com) within 30 days. We will not accept the return of bicycles that are neither defective or damaged after 30 days. The ebike must have less than ten miles on the odometer, be free of any wear, dirt, dust, fragrance, or any other signs of use. And must be in the same packaging and condition that you receive it and must include all items that were inside the box (bike, charger, keys, kit, etc.).

We will charge 15% of the bicycle order as a processing fee. (You will receive an 85% refund of the total order price).

Purchased Products that have not yet shipped shall be subject to a 10% processing fee.

RETURN PROCESS (RETURN APPLICATION IS ONLY ACCEPTED BY EMAIL, NOT BY PHONE)

1. Submit your return request by mail. The email needs to include the order information, the reason for the return and the picture of the bike.
2. You need to pack the bicycle according to our requirements, take pictures after packing and send them to us.
3. After getting authorization from the customer service staff, we will send you a prepaid label. You need to print our label and affix on the box.
4. Your refund will be returned within three working days after our warehouse confirms receipt of the goods. Due to the reason of the bank, the refund time may be somewhat delayed.
5. If the product is returned without authorization from our customer service staff, it will be rejected and returned to you at your cost.

NON-RETURNABLE ITEMS

- All accessories
- Special orders
- Used products (except for extreme breakage/malfunction)

We promise that all electric bicycles received by our customers are brand new and we will never sell you any electric bicycles that are returned, refurbished or cleared from stock.

CONTACT US:

Monday – Friday: 9AM – 5PM (PST) Email: aostirmotor@gmail.com

ADDRESSES

Warehouse Address: 2260 S Haven Ave, Unit B, Ontario, CA 91761

After-sale warehouse address: 2710 Yates Ave, Commerce, CA 90040

SHIPPING INFORMATION

AOSTIRMOTOR is committed to the development, production and sales of Electric Bicycles. We will arrange shipping reasonably based on your ship-to address.

Attention:

1. Normally, your order will be picked up by FedEx from our warehouse within 3 days.
2. However, due to COVID-19, the FedEx processing center may continue to be seriously understaffed resulting in delays with package tracking information not being updated in a timely manner.
3. Shipping time of your order during this time may run 10-25 days.
4. You will not bear any loss, we promise.