

Anywhere Bikes Warranty & Return Policies

ANYWHERE BIKES WARRANTY

Anywhere Bikes warranty is very simple. If the bike is defective, or its Anywhere Bikes fault. Then we cover it. 100%. This means you will either get the parts if its simple replacement like a battery swap. If is more complicated, then the labor is included by Anywhere bikes. This is why it is the best warranty in the industry.

If the owner of the bike damages the bike and wants parts we will send those parts at the expense of the owner.

If the bike is damaged in shipment, please take a photo and describe and send us the claim right away. When the bike leaves our warehouse, it is fully inspected and in good shape. So, if it's damaged in shipping we cannot control this. However, we will make it right. By either sending you a new unit or sending you a replacement part it.

To make a warranty claim always keep handy the bike model, date of purchase, as well as information from the retailer where you purchased the bike from.

The warranty is limited to the terms listed below:

- Frame, Suspension, Motor: Based on Model
- Controller, Charger: Based on Model
- Battery: 18 Months
- Consumables: Components subject to wear are not covered by the warranty: Tires, inner tubes, brake lines, brake pads, basket, wheel lining tape, light bulbs, LEDS, fuses, etc.

Warranty does not include misuse of the bike, acts of God or generally anything that is outside the parameters of normal use of a bicycle.

That would include Evel Knievel bike tricks over fire... sorry.

Unless you make the landing safely. Then please send pictures.

Questions, contact us at:

Email: Support@anywherebikes.com

Phone: 1-800-841-2995 Ext. 2

FAST FREE SHIPPING

Order Confirmation:

As soon as you place your order, you will receive an order confirmation e-mail. This means that we have received your order in our system and charged your card.

Order Shipment:

We ship orders same business day, or next business day. We will send you tracking information within 24 hours of your order leaving the warehouse to the e-mail address your provide when checking out. If you do not receive tracking information from us within six business days of your order, feel free to follow up with us at support@anywherebikes.com.

Cancellations & Refunds:

All orders cancelled after 48 hours are subject to a \$20 administration fee, whether or not your order has shipped. If you order has shipped, you (the buyer) will also be responsible for actual return shipping charges. Refunds will only be issued to the original credit card that you used when placing your order.

Hassle Free Returns:

We take all returns within 90 days. We do not charge restocking fees.

Read more here: [Hassle Free Returns](#)

RETURN POLICY

Hassle Free Returns means this:

- Streamlined return process, no questions asked (We know things change)
- No restocking fee's (We are just glad you tried the bike)
- 10,000 Physical drop off locations through out the U.S.
- We process refund immediately (So you get your money, and you don't have to wait)

We are committed to nothing short of excellence before, during, and even after you receive your merchandise from us. We realize that even though we provide only the best in biking industry, you may occasionally find it necessary to return or exchange an item. We understand that sometimes things change.

DAMAGED AND DEFECTIVE ITEMS:

PLEASE NOTE that this page covers only items that the customer wants to return of his own will. If an item arrives damaged or with a manufacturer defect or other error to which we are at fault, rest assured that we will do everything in our power to repair or replace it at no cost to you, even if it's an item that is generally non-returnable.

CONDITIONS FOR RETURN

Most items that we sell may be returned within 90 days of delivery for a full refund, minus shipping. We do not charge restocking fees, provided you follow the instructions listed below.

All returns must meet the following conditions:

- The item doesn't have to be clean. Use it, ride it, enjoy it.
- The item must be mostly unused, Feel free to try the bike.

In addition, we also cannot accept:

- Any item that has been modified
- Special orders

CHARGES AND FEES

Assuming all conditions are met, we will be able to provide you with a FULL REFUND, minus shipping fees.

SHIPPING FEES

We only charge for the return shipping cost. If you received the item from a promotional " Free Shipping" We will not charge for the outbound shipping. Only the return shipping.

Again, thank you for trying the bike. We wish it would have worked but we understand things change.

Why Shipping Fees? Even though you're giving us back an item that we can resell, the shipping itself is a service that the carrier (UPS, FedEx, or a freight company) has performed and can never get back. Even if an item had "Free Shipping", that didn't mean that for your particular item (and generally, "Free shipping" is for the larger items) it cost UPS nothing in gas or manpower to get it to its destination. It means that, out of loyalty to our customers, WE covered that shipping fee. So when a customer returns an item, the amount we paid still has to get deducted.

RESTOCKING FEES

No Restocking Fees charged.

Return Process:

1. Request return via return request page: anywherebikes.returnscenter.com
2. Wait to receive a confirmation and instructions via email.
3. Wait for return shipping.
4. Once received you will be issued full refund.

EXCHANGES

To exchange an item, you must:

1. Request return to return the first item (see above).
2. Place a new order for the exchange.

If you'd like to get the second item quicker, you may place the order as soon as you return request is sent.

REFUNDS

If you would prefer a refund, it will be issued as soon as we receive the bike.

RETURN AND EXCHANGE POLICY FAQ

Frequently asked questions about returns, refunds, and exchanges.

HOW DO I RETURN?

- Visit <https://anywherebikes.returnscenter.com/>
- Enter your order number and email address to start
- Once your request is approved, you will get a confirmation email with shipping guidelines

WHAT ITEMS ARE RETURNABLE?

- All Items that are not modified or special order

WHAT ITEMS ARE NON-REFUNDABLE?

The following items cannot be returned:

- Gift cards
- Discounted items (if applicable)

THE ITEM I RECEIVED IS DAMAGED!

If the purchased product is faulty, reach out to us within 7 days of the delivered date.

WHAT ARE THE REFUND OPTIONS?

The following refund options are supported:

- Refund to the original payment method
- Refund to store credit (if applicable)

HOW DO I SHIP BACK THE ITEMS?

For instructions on how to ship the returned products, refer to the email received after placing the return request.

HOW SOON WILL I GET MY REFUND?

Once your returned item is received and inspected, you will be notified via an email. You will also be informed about the approval or rejection of your refund request. If approved, the refund request will be processed right away.

MY QUESTION IS NOT ADDRESSED...

If you have any queries regarding return or refund, reach out to us.

Questions, contact us at:

Email: Support@anywherebikes.com

Phone: 1-800-841-2995 Ext. 2