



Return Policy

At Vanpowers, no order is complete until you are fully satisfied. Please shop with confidence knowing that we accept returns within 30 days of receipt by the customer. Please contact our [support team](#) to request a refund or get help with your order. There is no handling fee for our returns. You will receive your refund within 3–5 working days. Additionally, our e-bikes feature an excellent warranty service—for example, frames have a two-year warranty period. Please refer to the [warranty policy](#) for details.

Package received without error

If you are unsatisfied for any reason, you can return your items within 30 days; the items must be unused, free of any wear, dirt, dust, fragrance, or any other signs of use, and in the original packaging. You are responsible for the shipping fee, but we will refund the original product cost upon receiving the returned item.

Package received with errors

The return shipping cost is covered by us if an order is proven to have been provided in error by our company, including wrong items sent by us, quality problems, and other reasons accepted by our customer service team. Once we receive the items, we will offer compensation or send a replacement. Minor damage caused by transportation which does not affect the item's use is not a valid reason for return.

About warranty:

If you are a consumer, you have a legal warranty of 1 year starting from the delivery of the product according to the conditions set in the relevant legislation. Warranty claims must be made directly to VPB. Any repairs while under warranty need to be executed by VPB or approved by VPB in advance. If not, VPB has the right to refuse the warranty claim.

Parts covered by warranty:

Part	Warranty Period	Part	Warranty Period	Part	Warranty Period
Frame	24 Months	Bottom bracket	12 Months	Hydraulic disc brake cylinder	12 Months
Front fork	24 Months	Crank	12 Months	Mechanical disc brake	12 Months
Stem	12 Months	Rim	12 Months	Belt	12 Months
Handlebar	12 Months	Pedal	12 Months	Hub	12 Months
Saddle tube	12 Months	Kickstand	12 Months	Display	12 Months
Chain	6 Months	Battery	18 Months	Controller	24 Months

Derailleur	6 Months	Motor	24 Months	Charger	12 Months
Sensor	12 Months	Tire	6 Months (Wrinkles, bulges, cracks, and mechanical tire damage are not covered under warranty.)		

Return Address:

US: 5521 Schaefer Ave , CHINO , CA 91710

EU: Teldoo s.r.o. Hala 6, Logisticka 101, 273 51, Pavlov, Czech Republic

Recipient: Vanpowers Bike Return Team

Tel: +1 (800) 242-2989

+1 (626) 991-8661

Email Address: service@vanpowers.bike

Online Service Hours: 9:00 a.m. to 5:00 p.m. PST

Packages returned to this address without Customer Service's permission will not be accepted, and customers will be responsible for all losses and costs.