



# PURE UPS



[www.pureups.com](http://www.pureups.com)

866-259-5068

[contactus@pureups.com](mailto:contactus@pureups.com)

## Item Availability

Most items on our site are “In Stock” and ready to ship. Some items may be either temporarily out-of-stock or are not available for shipment until a specific release date, or require extra time for assembly or other adjustments. For more information, please read the details below.

## **In-Stock Items**

Most orders for In-Stock items begin the order process as soon as your online purchase is completed. Your In-Stock item will be shipped once the item is located in stock, your payment is approved, and the receiving address is verified. You will not be charged for any item until it is shipped to you.

For example, if you order an In-Stock item on Monday that leaves the warehouse in 1-2 full business days, it will leave the warehouse by end-of-day Wednesday. During checkout, you will get to select a shipping method and see the total time it takes for the item to leave the warehouse and ship to its destination. Please note that business days are Monday-Friday, excluding federal holidays within the United States.

## **Advanced Sale Items**

Advanced Sale items are items that are not yet in stock, but available for advanced purchase on our site. An Advanced Sale item you order is shipped directly to you once it is in stock. You will be notified of the status of your Advanced Sale item via e-mail. You will not be charged for any item until it is shipped to you. Expected shipment time (for example, "Advanced Sale: Buy now for shipping in 4-6 weeks") is indicated on the Product Detail page.

Please note, expected shipment times appearing on the Product Detail page specify when an item is expected to leave our warehouse, not when the item will arrive at its final shipping destination. After your order leaves our warehouse, delivery times vary according to the shipping method and the location of your shipping address.

## **Temporarily Out of Stock Items**

Temporarily Out of Stock items are items that are not in stock at the time of your order, but available for purchase on our site. A Temporarily Out of Stock item you order is shipped directly to you once it is in stock. You will be notified of the status of your Temporarily Out of Stock item via e-mail. You will not be charged for any item until it is shipped to you. Expected shipment time (for example, "Temporarily Out of Stock": Buy now for shipping in 4-6 weeks") is indicated on the Product Detail page.

Please note, expected shipment times appearing on the Product Detail page specify when an item is expected to leave our warehouse, not when the item will arrive at its final shipping destination. After your order leaves our warehouse, delivery times vary according to the shipping method and the location of your shipping address.

## **Shipping Methods and Costs**

Depending on the item(s) you purchase on our site and the location to which the items will be delivered, different shipping methods may be available. Each shipping method has its own restrictions and charges that will be applied to your order.

At checkout, you will be prompted to choose a shipping method for your item(s). (Please note, some items may offer only one shipping method.) Shipping costs are dependent on the items in your order and the shipping method you select. Your total shipping charges will automatically compute during checkout prior to the completion of your order. Shipping costs for orders placed on this site are based on the dimensional weight of the total order. You will be provided with the total shipping cost for your order during Checkout.

Generally, you will have the option of upgrading your shipping method for faster delivery (such as Third Day, or Overnight service). If you choose to upgrade your shipping method, your order must be received and clear credit authorization by 12:00 p.m. (noon) PST or your order may not be processed until the following business day. Expedited requests still require regular processing time in some instances may require 1 to 2 business days before actually shipping. Business days are Monday-Friday, excluding federal holidays within the United States.

## **Shipping within the 48 Contiguous United States**

## **Standard Ground Shipping, (3-5 business days)**

Most items may be shipped to the 48 contiguous United States via UPS or FEDEX Standard Ground service. You can expect your order to arrive within 3-5 full business days. Business days are Monday-Friday, excluding federal holidays within the United States.

## **Second Day Shipping, (2-3 business days)**

Most items may be shipped to the 48 contiguous United States via Second Day service. You can expect your order to arrive within 2-3 full business days. Business days are Monday-Friday, excluding federal holidays within the United States.

## **Overnight Shipping, (1-2 business days)**

Most items may be shipped to the 48 contiguous United States via Overnight service . You can expect your order to arrive within 1-2 full business days. Business days are Monday-Friday, excluding federal holidays within the United States.

Ground Shipping

Second Day Shipping

Overnight Shipping

## **Standard Processing Time**

3 – 5 business Days

3 – 5 business Days

3 – 5 business Days

## **Shipping Time**

3 – 5 business Days

2 – 3 business Days

1 – 2 business Days

## **Estimated Delivery**

7 – 10 business Days

5 – 8 business Days

4 – 7 business Days

**P.O. Boxes:**

**We cannot ship to P.O. Boxes**

**Military APO / FPO Addresses:**

**We cannot ship to APO / FPO Addresses**

## **Shipping Rules and Restrictions**

We are more than happy to ship orders to an alternate mailing address, but for your security there are some restrictions.

**Visa, MC, AMEX, Discover:** When shipping to an alternate address, we verify the order manually. The verification process is quick and typically completed by the next business, however to avoid shipping delays we recommend scheduling shipment to your billing address or paying by Google Checkout. To verify your order, we ask for the billing phone number on file with your credit card company at checkout. We then contact you to verify your order through the confirmed phone number. To expedite processing, please contact your credit card company to update your phone number if you believe the correct number may not be on file.

**Debit Cards:** We are unable to ship orders placed by debit card to an alternate address. However, you may use your debit card when paying by Google Checkout. Google Checkout allows you to use your debit card to ship to an alternate address.

We thank you in advance for your patience. This process allows us to prevent fraud and provide our customers with the highest possible level of security.

1. Orders are shipped on business days only. Business days are Monday-Friday, excluding federal holidays within the United States.
2. Please allow for additional shipping and handling time for all oversized items shipping via a freight trucking company. These items cannot be expedited.

An Oversized Item that is sent via a freight trucking company will usually arrive at your designated shipping address within 7-14 full business days after leaving the warehouse. Most Oversized Items leave the warehouse within seven full business days. (An estimate of when a product leaves the warehouse is indicated on the Product Detail

page.) Business days are Monday-Friday, excluding federal holidays within the United States.

The delivery company will contact you by phone to schedule a delivery date and time window. Typically, there will be a minimum of a four-hour timeframe for the delivery and an adult must be available to accept, inspect, and sign-for the delivery.

The item will be delivered to your designated shipping address. The freight delivery company is not responsible for unloading the item from the truck or carrying the item into the building.

Your package is likely to be heavy and large; therefore, we recommend that you have someone with you to help unload the item from the truck. The total charge does not include inside delivery, removal of cartons, or assembly.

When your order is delivered you should immediately inspect the carton for any potential damage that may have occurred during shipment. Carefully inspect the packaging as well as the contents of the package. It is normal for the carton to show some wear; however, if damage did occur follow these steps:

1. Accept the package, but make a note of the damage on the shipping receipt, sign and date it. The delivery person should also sign the slip and leave a copy for your records. Contact a Customer Service Specialist immediately by email [contactus@pureups.com](mailto:contactus@pureups.com) . Please have your order number available when you call.
2. If there is extensive damage to the carton, contact a Customer Service Specialist immediately by email [contactus@pureups.com](mailto:contactus@pureups.com) .

## Tracking Your Order

When can you track your order? When your product ships from our warehouse, tracking numbers are assigned to your packages. However, it may take up to 48 hours or longer before the package is checked into the carrier's tracking system. That means even though your package has already shipped from our warehouse and is on its way to you,

the carrier may not be able to provide any information about your package for up to 48 hours or more.

Orders placed on our web site may be delivered by one of several different carriers and shipping methods. Therefore, tracking availability may vary depending on the type of item you purchased, the shipping method you selected during Checkout, and the carrier that is delivering your item(s). Occasionally, orders are delivered via a carrier that does not offer the ability to track a package.

## Finding Your Order Status

The status of your order is easy to find.

1. Check your e-mail. You were required to enter an e-mail address during Checkout; you will receive e-mails at your address keeping you up-to-date about the status of your order
2. Contact us. If you still have questions about your order, please contact us via e-mail [contactus@pureups.com](mailto:contactus@pureups.com)

How is order status different from tracking information? The status of your order is supplied by **PUREUPS**, and represents what is happening with your order between the time you place it and the time it ships from our warehouse. Once your order leaves our warehouse, it is handled by a carrier (such as UPS, FEDEX or a Freight Delivery Service) that may provide tracking information until your order is delivered\*. The tracking information is accessible through the carrier's website when it becomes available.

\*Tracking information may not be available for up to 48 hours after an item is shipped from our warehouse.

## Estimated Delivery Dates

Shipping your items on time is very important to us. For many items, we calculate Estimated Delivery Dates to help you find out when these items are expected to arrive. An Estimated Delivery Date is a calculation of several factors, including item availability, allocation time in our warehouse, the shipping method you select and the final shipping destination.



When we can accurately calculate Estimated Delivery Dates, we'll provide them to you during Checkout, as well as in your Order Confirmation email. Please note that Estimated Delivery Dates are estimates only, and are not guaranteed. Due to many factors, Estimated Delivery Dates can also change between the time you place the order and receive an order confirmation. We do our best to provide accurate estimates and provide you with several other resources for tracking your order, such as order detail and tracking links.

# Returns - Shipping

## Damaged or Defective Items

If you receive a damaged or defective item, contact our Customer Service Department within 3 days of delivery at [contactus@pureups.com](mailto:contactus@pureups.com) . Please be prepared to supply the order number and item number from your original confirmation e-mail, as well as your e-mail address and phone number. PUREUPS will make every reasonable effort to assist you by either providing replacement parts or technical assistance to solve the problem.

SHIPPING CHARGES INCLUDED IN THE PURCHASE PRICE OF THE MERCHANDISE ARE NON-REFUNDABLE.

CUSTOMER IS RESPONSIBLE FOR RETURNING MERCHANDISE AT THEIR OWN EXPENSE IMPORTANT

## Credit or Refund

You can expect a credit or refund, less a 20% restocking and handling fee, in the same form of payment originally used for purchase within 30 days of our receiving your returned product back complete and in good and unused condition. You will be refunded the purchase price, EXCLUDING the shipping cost and a 20% restocking fee.

## Cancelled Orders

Orders cancelled after the item has shipped are subject to all standard return policies. You must accept delivery, obtain an RA Number and ship the item back to the correct address. If delivery of an item is refused, return shipping costs are deducted from the issued credit and a 20% restocking fee will apply.

# Returning an Item

## Standard Return Shipping

1. Pack the item(s) securely in the original product packaging, if possible. Please include all paperwork, parts, and accessories. All products must be returned in good condition, to ensure a credit.
2. Complete the return reason questionnaire and include it in the return package.
3. Before sending your return shipment, please remove all extra labels from the outside of the package.
4. Send the return package to the following address:  
EWheels  
RETURNS DEPARTMENT  
750 E. Covey Lane, Suite 135  
Phoenix, AZ 85024
5. All return shipping charges must be prepaid. We cannot accept C.O.D. deliveries.
6. It is recommended that you use UPS whenever possible for your return. Retain the return Tracking Number to monitor delivery status.
7. To receive a refund or credit, items must be returned within 10 days of original shipment date.
8. Credit for gift returns will be issued to the original purchaser.

To contact our Customer Service Department, please email

[contactus@pureups.com](mailto:contactus@pureups.com)

## Returning an Oversized Item

Items are considered to be oversized if they are heavier than 30 pounds. You will not be refunded shipping charges under any circumstances on Oversized Items that are returned. Please be aware that shipping charges can be quite expensive for Oversized Items. Follow these steps to return an Oversized Item:

1. If you have assembled the product, disassemble it before shipment using the original protective packaging materials.
2. Package the disassembled item(s) securely in original product packaging, whenever possible. Please include all paperwork, parts, and accessories. All products must be returned in good condition, to insure a refund or credit.
3. Complete the return reason questionnaire that was included with your packing slip. Remove the mailing label portion and include the remainder of the slip in the return package.

4. Contact a Customer Service Specialist at [contactus@pureups.com](mailto:contactus@pureups.com) for instructions on arranging a freight delivery pickup for your items. Please have your customer ID number located on your packing list available when you call.
5. You must be present at the location and time of pickup. All packaged item(s) must be at the front door for the freight driver.
6. To receive a refund or credit, items must be returned within 15 days of original shipment date.
7. Credit for gift returns will be issued to the original purchaser.

IMPORTANT If there is significant visible damage to the carton upon receipt, request that the driver note the damage and request a claim be filed with the carrier for damage. You should also immediately contact **PUREUPS** Customer Service representative at [contactus@pureups.com](mailto:contactus@pureups.com) .

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