



Shipping and Returns Policy

- Free fast shipping to the United States Of America and Canada
- SmartScoot ships internationally from the continental United States to Australia*, Chile, Canada, France, Germany, Hawaii, India, Ireland, Israel, Kuwait, the Netherlands, Norway, Philippines, Puerto Rico, Scotland, Singapore, Spain, Sweden, Thailand, the UAE and the UK.
- All shipments sent by FedEx International where dangerous goods shipments are allowed.
- Expedited rates available upon request – call (866-259-5068).
- International Orders will take up to 48 hours to process.
- Tracking will be sent on the day of shipment directly from FedEx.
- Signature will be required for delivery.
- Tax and Duty (where applicable) to be paid by the customer.

*Lithium-ion batteries are considered dangerous goods for international orders and must be shipped separately from the scooter itself.

Shipping to Australia

Before placing an order, [please contact us](#) with your full address so we can confirm delivery to your location.

Shipping to Western and South AU: The SmartScoot's™ lithium-ion battery is considered dangerous goods and cannot be delivered by FedEx to Western or South AU. However, it can be shipped and delivered by DHL. Your scooter will be shipped by FedEx and your battery by DHL.

Shipping to Queensland, NSW and Victoria: We can ship to key cities and in most cases to outlying areas via FedEx. In some cases, we may have to ship the battery to the FedEx Service Centers located at the Melbourne, Brisbane and Sydney airports for customer pick up. Or we may be able to ship via DHL to a home address of pick up at the local post office.

Here are some helpful links to apply for an import license:

The SmartScoot™ is classified as a **motorized wheelchair** for import purposes.

https://infrastructure.gov.au/vehicles/imports/import_options/orneo.aspx

https://vis.infrastructure.gov.au/_layouts/VISBranding/VISLogin.aspx

SmartScoot Shipping Costs

	Location	Price (USD)
	Continental United States	FREE
	Canada	FREE
	Australia*	\$400
	Chile	\$500
	France	\$400
	Germany	\$350
	Hawaii	\$175
	India	\$500
	Ireland	\$550
	Israel	\$450
	Kuwait	\$400
	Netherlands	\$400
	Norway	\$350
	Philippines	\$600
	Puerto Rico	\$150
	Russia	\$400
	Scotland	\$350
	Singapore	\$400
	Spain	\$350
	Sweden	\$350
	Thailand	\$500
	United Arab Emirates (UAE)	\$425
	United Kingdom	\$300

Don't see your country? Contact us for more information 866-259-5068

Return Policy

If you disagree with any of the terms and conditions herein, you must submit a written request to contactus@pureups.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 contactus@pureups.com and the return must be accompanied by the original receipt. The scooter must be returned in its original box. All returns are subject to a 10% restocking fee.**

**HAVE ANY QUESTION? CONTACT US AT 866-259-5068 OR contactus@pureups.com
VISIT US AT www.pureups.com**