



RETURNS, REFUNDS, AND RESTOCKING FEES

Always Bikes & eBliss Global believe in the quality of our products & want you to shop with confidence. Please read the following carefully to understand our returns and restocking fee policy. This is applicable to complete bikes, parts and accessories sold by eBliss Global and Always Bikes.

eBliss and Always Return Policy is **ONLY VALID** on purchased made directly on the ALWAYSBIKES.com direct store or eBliss Global. All ALWAYS Bikes purchased through an AUTHORIZED DEALER you must reach out to them directly to work within their policy.

ALL RETURNS MUST BE AUTHORIZED AND HAVE A RETURN AUTHORIZATION NUMBER TO BE ABLE TO BE PROCESSED.

Returns of NEW & UNUSED Items within 15 DAYS of receipt.

- You may return items in new & unused condition within 15 days of receipt for a full refund, less shipping charges.
- Please contact Always Bikes for a Return Authorization # (RA) before sending your shipment.
- Return shipping charges are the responsibility of the customer
 - Unless Always Bikes made a shipping error. In this case we will send a return shipping label.
- A REFUND will be applied after receiving & inspection of product.
 - A refund will only be applied to the same method of payment. **NO EXCEPTIONS.**

Returns of USED PRODUCT within 15 DAYS of receipt.

If an eBike it **MUST HAVE LESS THAN 25 MILES** and 15 DAYS.

- All Product **MUST BE** returned in original package
- If you wish to return a used product you must communicate with an agent and receive PRE-APPROVAL. Failure to receive a RA# will result in no refund provided
- A minimum restocking fee of 10-50% will be assessed & **NO REFUND** will be provided for initial shipping charges
- This range will be outlined when a RA# is issued
- Return shipping charges are the responsibility of the recipient
- A REFUND will be applied after receiving & inspection of product
- A refund will only be applied to the same method of payment. **NO EXCEPTIONS.**

NO Dealership / Retail Store Returns will be Authorized by Always Bikes.

- Please note that each of our DEALERSHIP and RETAIL STORE FRONT shops set their own return and exchange policies & procedures. Please contact the place of purchase to discuss their return policy.

Refused Shipments.

- If you refuse delivery of an order that you asked us to ship to you, we reserve the right to charge shipping to you and a return fee of \$99 to cover return shipping costs. We cannot change, intercept, or cancel orders that have already shipped. If you refuse delivery, we will treat your order as a return if it arrives back to us and issue a refund per all outline policies.

e-Mail support@alwaysbikes.com



www.alwaysbikes.com



Phone 888 - 341 - 6450

