

RETURN POLICY



All new StreetStriders come with a 30-day Satisfaction Guarantee period. Please understand that, under the best circumstances, the StreetStrider provides vigorous exercise that will help you become more fit and/or maintain your fitness level.

If you are not completely satisfied with your StreetStrider for any reason, please call 1-800-348-0998 within 30 days of delivery to ask any questions, as we would like to help you have the most satisfactory experience as possible with your StreetStrider.

If, however, you decide you would like to return your StreetStrider, please call 1-800-348-0998 within 30 days of delivery to request a Return Merchandise Authorization (RMA) number and to set up your return. Products returned without an RMA number will be considered unauthorized and will not be refunded or credited.

Upon receiving your RMA number, your returned product must be received no later than two (2) weeks after you received your RMA number.

Process

To return your StreetStrider product, please follow these 4 steps:

1. Repack the product. Products plus all accessories and materials must be returned undamaged in original packaging. You must pack the StreetStrider products and materials in the original packing material so that the parts are disassembled and folded down. Make sure everything is padded and secured. Care must be taken to prevent damage during return shipping. DAMAGE DURING RETURN SHIPPING WILL RESULT IN AN ADDITIONAL REPAIR FEE. To avoid an additional repair fee and to make sure the StreetStrider is returned properly, we encourage you to repack it exactly as it was packed when it arrived. [WATCH THIS 3-PART VIDEO TO REPACK THE 3i AND 7i.](#)
2. Display the RMA number on the box and the address label. No returns will be accepted without the RMA number clearly displayed on the box. Products returned without an RMA number will not be refunded or credited.
3. Send the package to:

StreetStrider
Attn: Returns Department
16331 Gothard St. Suite C
Huntington Beach, CA 92647

You are responsible for the cost of shipping the StreetStrider product back to the Company along with a 10% restocking fee associated with all returning items.
4. **Send an email with the tracking information for the returning items to support@streetstrider.com.**

Refund

Upon receiving the returned product, the Company will refund all monies to you minus:

1. Any cost of shipping the product to you;
2. A 10% restocking fee - the Company may charge an additional repair fee if the product is returned in a damaged condition; and
3. Any service charge, including White Glove Service.

You can expect your refund within 30 days of our receiving your returned product.

Order Cancellation Policy

After placing your order, it may be possible to cancel your order by calling us directly at 1-800-348-0998. However, once inventory has been allocated to your order, we cannot guarantee that the order will not be shipped. If your order has shipped, you must return any unwanted items in accordance with our Return Policy.

Refused Delivery Policy

All StreetStrider orders require a signature and failure to accept delivery will result in implementation of our Return Policy.

Damage Upon Delivery

If your StreetStrider product is delivered to you in a damaged condition as a result of faulty shipping, you should call StreetStrider at 1-800-348-0998 or email support@streetstrider.com for return instructions. You should also notify the shipper. Photographs documenting the damage are required.

Effective 1/2020