

SHIPPING AND DELIVERY INFORMATION



Thank you for your patience!

As we adjust to our new safety procedures during the pandemic, **order fulfillment from our warehouse may take up to 4-6 weeks after your order is placed.** Once your order has shipped, you will receive an email notification with tracking information. Depending on your selected delivery method, either **White Glove Service** or **Standard Delivery**, more complete information on what to expect in shipment and delivery follows below.

If you are a soon-to-be StreetStrider owner who did not select White Glove Service and will receive your unit by **Standard Delivery**, here is what to expect:

- When your StreetStrider ships from our warehouse, you will receive an email notification from us with tracking information, letting you know your order is on the way. Your order will ship by UPS Ground and, depending on your location, may take 3-10 days to arrive.
- A signature is required to accept delivery, so please check your tracking info in the shipping email. **IMPORTANT:** If the expected delivery date does not work with your schedule, make sure to contact UPS to reschedule the delivery to a day when you are able to sign and receive the shipment.
- The UPS Ground drivers will not carry the StreetStrider into your home or up any flights of external stairs as part of delivery. They will leave the StreetStrider in the box and will not unpack or assemble.
- **IMPORTANT:** If you need to change the phone number or address that UPS Ground uses to reach you, please contact us at support@streetstrider.com or call 1-800-348-0998.
- If your StreetStrider is delivered to you in a damaged condition as a result of faulty shipping, please contact us at support@streetstrider.com or call 1-800-348-0998 for further instructions. Photographs of the damage are necessary in order to make a claim with UPS.

If you selected **White Glove Service** assembly, here is what to expect:

- When your StreetStrider ships from our warehouse, you will receive an email notification from us with tracking information, letting you know your order is on the way. Your StreetStrider will ship by FedEx Freight and, depending on your location, may take 3-10 days to arrive.
- When your StreetStrider arrives at your local FedEx terminal, the FedEx Freight team will contact you to schedule your delivery for the first available date. **IMPORTANT:** You must either accept the FedEx phone call or return their phone call within 3 days of the StreetStrider arriving at your local FedEx terminal in order to schedule a delivery date. Please note: FedEx Freight drivers are limited to a 50-foot distance from the truck when delivering the unit. **Additional accessorial charges must be paid by the customer.**
- Once your delivery date has been scheduled, FedEx Freight drivers will deliver your StreetStrider box, but will not assemble your StreetStrider. Please note: Because you ordered White Glove Service assembly, your StreetStrider is already fully assembled in the folded position. Simply open the box and unfold your StreetStrider - you are now ready to stride! Please watch a video with unfolding instructions here: https://www.streetstrider.com/support#StreetStrider_8s_Folding/Unfolding
- Please note: With White Glove Service, only your StreetStrider will be fully assembled. The Indoor Trainer Stand and all other accessories you ordered will generally ship in the same box, but will not be assembled or installed. If you need assistance at any point during your StreetStrider setup process, please don't hesitate to contact our customer service team at support@streetstrider.com or call 1-800-348-0998.
- **IMPORTANT:** If you need to change the phone number or address that FedEx Freight uses to reach you, please contact us at support@streetstrider.com or call 1-800-348-0998.
- If your StreetStrider is delivered to you in a damaged condition as a result of faulty shipping, please contact us at support@streetstrider.com or call 1-800-348-0998 for further instructions. Photographs of the damage are necessary in order to make a claim with FedEx Freight.

Additional Shipping Information

- Deliveries to Alaska, Hawaii, Puerto Rico, Williston & Minot, ND, Midland, Odessa and Fort Stockton, TX, Navy Pier and Chicago, IL, Puget Sound, WA, zip codes 025-026 in Massachusetts, zip codes 100-119 in New York, and zip codes 202-205 in Washington, D.C., or any international address require additional shipping charges. Free shipping promos and White Glove Service charges do not apply to these locations. Please call 1-800-348-0998 to get an exact quote for shipping.
- All international orders (shipping anywhere outside of the USA) require a custom shipping quote. Please email support@streetstrider.com and we will provide you with a shipping quote and help you place your order.
- Orders cannot be shipped to PO Boxes or APO/FPO addresses.
- Please note: Shipping and White Glove Service assembly charges are non-refundable once the order has been shipped.

If you have any questions, please contact us at support@streetstrider.com or call 1-800-348-0998.