

## Return Policy 2016

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're 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 as satisfactory an experience as possible with your *StreetStrider*.

If, however, you decide to return it, 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 we have provided your RMA number.

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.**

For more details, watch the 3-part video to repack the 3i or 7i on the Support page of our website [www.streetstrider.com](http://www.streetstrider.com)

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**  
**16321 Gothard St., Unit E**  
**Huntington Beach, CA 92647**

You are responsible for the cost of shipping the *StreetStrider* product back to the company.

4. Email the tracking # to [customerservice@streetstrider.com](mailto:customerservice@streetstrider.com).

Upon receiving the returned product, the Company will refund all monies to you less the cost of shipping the product to you and a 10% restocking fee. The Company may charge an additional repair fee if the product is returned in a damaged condition. 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, it cannot be cancelled and we cannot guarantee that the order will not be shipped. After your order has shipped, you must return any unwanted items in accordance with our Return Policy. If you refuse delivery, your refund will be less shipping and restocking fees.

**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 [shipping@streetstrider.com](mailto:shipping@streetstrider.com) for return instructions. You should also notify the shipper. Photographs documenting the damage are required.