

Return Policy:

StreetStrider

StreetStrider offers a 30 day money back guarantee on all StreetStrider brand products. The 30 day money back guarantee period begins the day the customer receives his/her StreetStrider product*.

To return a StreetStrider product during the 30 day period, the customer must:

1. Send an e-mail to returns@streetstrider.com requesting a Return Merchandise Authorization (RMA) number. The email must list the original order number, customer name, address, and phone number, and must describe the reason for the return.
2. The Company will send the RMA number to the customer via email.
3. The customer must pack the StreetStrider product in the original packing material and display the RMA number on the address label. No returns will be accepted without the RMA number clearly displayed on the box.
4. The customer is responsible for the cost of shipping the StreetStrider product back to the company.
5. Send the StreetStrider product to:

*StreetStrider LLC
7042 North West Street Suite 110
Fresno CA 93711*

Upon receiving the returned product, the Company will refund all monies to the customer, less the cost of shipping the product to the customer. In addition, the Company will charge a 5% handling fee and may charge up to an additional 15 % based on the condition of the returned product.

** If the StreetStrider product is delivered in a damaged condition as a result of faulty shipping, the customer should contact StreetStrider at shipping@streetstrider.com or 1-800-348-0998 EXT 105 for return instructions. The customer should also notify the shipper. Photographs of the damage would be helpful.*

Please contact StreetStrider at returns@streetstrider.com or 1-800-348-0998 EXT 105 with any questions.