

At StreetStrider International, our goal is to ship your StreetStrider in the best and most timely manner as possible so you can enjoy the benefits of your StreetStrider as soon as possible.

Our shipping policy is as follows:

- We ship by ground using various carriers including FedEx, OnTrac and UPS.
- Orders are shipped on weekdays. Orders received after 10AM PT will be shipped on the following day.
- All shipments require a signature upon delivery.
- Ground deliveries to Arizona, California, Nevada, Oregon, Utah, and Washington are shipped by OnTrac and will arrive 1–3 days after shipped. Ground deliveries to all other states will arrive 7-10 days after shipped.
- Orders that include our White Glove Service may require an additional 5-7 days before shipment to allow for location of a suitable bike shop.
- Deliveries to Alaska, Hawaii, and Puerto Rico require an additional shipping charge of approximately \$200.
- Expedited delivery is possible for additional shipping charges.
- Orders cannot be shipped to PO Boxes or APO/FPO addresses.
- Coupons, rewards, and other special promotions cannot be applied to shipping charges.
- Shipping charges are non-refundable.
- If your StreetStrider is delivered to you in a damaged condition as a result of faulty shipping, please contact us at [shipping@streetstrider.com](mailto:shipping@streetstrider.com) or call **1.775.473.9563** for further instructions. Photographs of the damage are required to make a claim.

*Thank you for your order.*