



There is Power Mobility. And then there's
**POWERFUL
MOBILITY**

EV Rider Return Policy

- EV Rider charges a 15% restocking fee for ALL returned items. The return fee is charged back to the dealer or end-user based on wholesale or retail cost. Returned products must be in selling condition as new.
- Dealers & end-users must call EV Rider Tech Support and obtain a Return Manufacturer's Authorization Number (RMA #).
- Do not return units or parts without an RMA #. Returned units or parts without a proper RMA number will be refused or returned at the shipper's expense.
- Credits will be granted upon inspection of the returned product(s).
- Custom orders are non-refundable.
- Dealers may offer a return policy in addition to the basic EV Rider Return Policy.
- Units and Parts must be returned within 30 days from date of purchase and with an authorized RMA #.
- If the part or unit is shipped back to EV Rider by dealer or end-user :
 - 1) Customer (dealer or end-user) is responsible for shipping parts or products back to EV Rider at his/her own expense.
 - 2) It must be packaged carefully and clearly marked with an RMA # so that credit can be processed accurately. Improper Packaging may cause shipping damages to the part or unit being returned impacting the amount of credit to be refunded. All damaged parts or units must be replaced and/or repaired at the sender's expense.
 - 3) Original shipping charges are not refundable.

***For questions regarding this policy, please call EV Rider at:
800-944-1997 9:00 – 5:00 ET.***

EV Rider, LLC
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Phone : 239-278-5054 Fax: 239-278-1431
Dealer Sales 1-800-944-1997 9:00 am – 5:00 pm ET
Parts & Tech 1-800-448-5999 7:00 am – 4:30 pm PT
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