

GoodDog, LLC eBIKE RETURN, REFUND & SHIPPING POLICY

All product return requests must be authorized by GoodDog-USA, LLC prior to return shipping – as our teams must be aware of your inbound package. Failure to secure return authorization number prior to product return request may result in denial of product return acceptance and no refund at all to the customer.

To request a Product Return Authorization, please call (214) 771-8376.

GoodDog-USA, LLC's intent is to cover shipping costs for deliveries from our factory to our customer's doorstep inclusive at the retail price points established on the website for domestic USA (lower 48 State shipping addresses). This means, there should be no additional charge for shipping to US Lower 48 States for our Standard Product Offerings. GoodDog-USA, LLC has spent significant resources and time to vet our existing Shipping Packaging and Supplier partners - so please be careful to save your original packaging for any warranty or other shipping requirements. Please immediately report any shipping package damage prior to opening the boxes - as failure to report damage prior to opening packaging may invalidate the product warranty if not promptly reported.

Shipping costs for returns and warranty-covered repairs are disclosed on the ***Shipping Cost Sliding Scale*** table below - with complete money back guarantees reimbursed for products with no questions asked during a 10-day window commencing with shipper-signaled delivery. Outside this 10-Day return window, varying return policies apply (see *Shipping Cost and Product Return Sliding Scale* table following).

Our Refund Policy requires product returns received by factory within 10 days of receipt in excellent (as new) condition for 100% refund of retail price paid by customers. Products returned outside this 10-day window, may be accepted – please consult the *Shipping Cost and Product Return Sliding Scale* table below:

Table 1: *Shipping Cost and Product Return Sliding Scale*

Customer DoH	% Reimbursable	Shipping Cost Responsibility	Supplemental Shipping Cost (Customer)
0 < DoH < 10 (Days)	100%	GoodDog-USA, LLC	Included
10 < DoH < 20 (Days)	80%	Shared	\$100
20 < DoH < 31 (Days)*	60%	Customer	\$250 [Bike Flights partner]
Warranty Repairs	100%	GoodDog-USA, LLC	(for Warranty Repairs covered under 1-year parts & service Warranty only).

DoH = Day's on Hand (Customer's), number of days since product acknowledged 'delivered' to customer by shipping vendor.

All return shipment requires the customer use the original shipping packaging materials provided by the factory. Be careful to save your shipping packaging - as replacement shipping packing materials are expensive and may require customer foot the complete costs of shipping back to our factory if original shipping materials are not reused. These shipping costs will not be reimbursed for customers who use any other packaging solutions than what was originally provided from our factory partners. Further, sub-standard packaging for eBikes are completely the responsibility of the customer (not GoodDog-USA, LLC) - as is any damage that results from attempting to use less than adequate shipping packaging.

Please see the "Shipping Info" link on product pages for delivery estimates and any applicable supplemental shipping charges. For accessories, shipping details will be presented during checkout. Inclement weather may cause unforeseen delays in shipping.

Delivery is not available to P.O. boxes or international destinations. Items ordered together may not ship at the same time; your credit card or account will only be billed for what is actually shipped.

When your order ships you will receive an email with tracking information from our carrier. Occasionally, tracking information will show that your package has been delivered, but you haven't received it. If you don't receive the package within the next few business days:

- See if someone else accepted delivery.
- Look around the delivery location.
- Look for a notice of attempted delivery.
- Contact the carrier as noted in your shipping confirmation email.

If you have any questions about assembly or delivery of a product, please call our customer service department at (214) 771-8376.