StreetStrider
The Elliptical that MOVES You!

Return Policy

At StreetStrider International, our goal is for you to enjoy the benefits of your StreetStrider and all products purchased from us for a very long time. However, we offer a 30-day money back guarantee on all StreetStriders and products purchased from us in the case that you are unsatisfied for any reason. The 30-day money back guarantee period begins the day you receive your StreetStrider and/or product, either by the shipping company* or, if you elected to receive our White Glove Service, by the bike shop.

In order to return a StreetStrider and/or product within the 30-day period, please follow these steps:

1. Send an email to us at ***returns@streetstrider.com*** to request a Return Merchandise Authorization (RMA) number. The email must include the following information:
    a. original order number
    b. original purchaser name, address, and phone number
    c. reason for the return
2. We will send the RMA number to you via email.
3. To send the StreetStrider and/or product back to us, you must pack it in the original packing material and box. *Care must be taken to prevent damage during shipping.*
4. Place the name of the original purchaser and the RMA number on the box. *No returns will be accepted without the RMA number clearly displayed on the box.*
5. You will be responsible for the cost of shipping the StreetStrider and/or product back to us.
6. Send the StreetStrider and/or product to:

    StreetStrider
    5645 W Shaw Ave, Suite 17
    Fresno, CA 93722

When we receive the returned StreetStrider and/or product, we will refund your money to you. Your refund will consist of the amount you paid minus the following costs:

- cost of shipping the StreetStrider and/or product to you
- a 5% handling/restocking fee
- an additional fee for repairs *if the StreetStrider and/or product is returned in a damaged condition*
- White Glove Service fee *if you received free White Glove Service*

*If your StreetStrider is delivered to you in a damaged condition as a result of faulty shipping, please contact us at ***shipping@streetstrider.com*** or call ***1.775.473.9563*** for further instructions. Photographs of the damage are required to make a claim.

Please contact us at ***returns@streetstrider.com*** or ***1.775.473.9563*** with any questions.