

SmartBikeWheel Shipping & Return Policy

Shipping Policy

Thank you for visiting and shopping at SmartBikeWheel.com. Following are the terms and conditions that constitute our Shipping Policy.

Domestic Shipping Policy

Shipment processing time

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Delivery delays can occasionally occur.

Shipment to P.O. boxes or APO/FPO addresses

SmartBikeWheel ships to addresses within the U.S., U.S. Territories, and APO/FPO/DPO addresses.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Customs, Duties and Taxes

SmartBikeWheel is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

SmartBikeWheel is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a

claim. **International Shipping Policy**

We currently do not ship outside the U.S.

Return & Refund Policy

Thanks for shopping at SmartBikeWheel.com. We want you to be completely satisfied with your purchase.

If you are not entirely satisfied with your purchase, we're here to help.

Returns

Our standard policy is to allow you 21 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be in the same condition that you received it with less than 5 miles of usage.

Your item must be in the original packaging with all the included tools and components included.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Contact Us

If you have any questions on how to return your item to us, contact us at:

Info@smartBikeWheel.com