

## Let's Ride 16 - Day Guarantee

### **IF YOU'RE NOT CONVINCED A RAMBO IS FOR YOU, WE ARE!**

At Rambo Bikes we stand behind the quality of our E-bikes and want you to have the best experience possible while ensuring you get the right e-bike for your lifestyle and riding conditions.

This is why we are now offering our new Let's Ride 16-day Guarantee. This will give you the chance to try any of our e-bikes risk free for 16 days.

If for any reason you decide it's not for you, or that you would like to go with a different Rambo model, simply contact customer service. Return your bike within 16 days of its delivery date in the shipping box it came in.

***\*\* Please note: customers are responsible for return shipping cost, and it is required that you keep your box with all packaging materials, all tags, manuals, and included items free of damage. \*\****

### **HOW DOES THE TRIAL WORK?**

If the Rambo model you purchased does not meet your expectations, (only purchases from [www.rambobikes.com](http://www.rambobikes.com) are eligible), contact our customer service team to see if you are eligible for a return. Rambo will only authorize the return if you are within the 16 days of delivery, the bike has 10 miles or less on the odometer, is still in like "new" condition and is packaged in its original materials and box with all components included (charger, keys, hardware, etc.).

To be considered in like "new" condition the e-bike must be completely free from any damage, dirt, dust, scratches, etc., and have less than 10 miles on the odometer.

*Each customer is eligible for one return within a calendar year.*

## **WHEN DO I GET MY REFUND?**

If your bike is returned in new condition, with 10 miles or less, with no issues, or damage you will receive a 100% refund.

If there is any damage or other issues, the repair cost, and cost of parts will be deducted from your refund. In the case of significant damage, or if the bike has more than 10 miles on it, Rambo may reject your return in which the customer will be responsible for the cost of return shipment if they wish to recover the product.

Once the bike is received and inspected by our Rambo technician team, and approved by customer service, a refund will be issued within 7-14 business days.

## **HOW DO I RETURN WITHOUT MY ORIGINAL BOX AND PACKAGING?**

You are required to keep all packaging material to be eligible for the Let's Ride 16-day Guarantee; however, if you do not have your box, please reach out to customer service to have a new box sent to you at your cost.

## **WHAT IF MY BIKE IS DAMAGED IN SHIPPING?**

Customers are responsible for inspecting their product immediately for damage or missing parts. If the bike was damaged in shipping, please take pictures, and contact customer service. Your trial period will begin once replacement parts have been received and the bike is functioning. While freight damages are rare, they are time sensitive, we will not accept freight damage claims later than 5 days after delivery.

Only customers who purchase their Rambo Bikes directly from [www.rambobikes.com](http://www.rambobikes.com) are eligible for the Let's Ride 16-day Guarantee.

If purchased from one of our supported Rambo dealers, please reach out to that dealer regarding their return policy.

\*Let's Ride 16-day Guarantee is only eligible for Rambo bikes. Please see below policy for accessories and/or other Rambo products.

## **Other Returns Policy**

If you are unsatisfied with your Rambo Bikes product, you may return the unused item within 16 days of delivery. To qualify for a refund or replacement, unused products must be returned in their original packaging with all tags, stickers and product accessories attached.

Please contact customer service to start a return claim.

Customers are responsible for inspecting their product immediately for damage or missing parts. If your product was damaged in shipping, please take pictures, and contact customer service. While freight damages are rare, they are time sensitive. We will not accept freight damage claims later than 5 days after delivery.

***\*\*Please be advised that your return is subject to a 20% restocking fee and the cost of shipping. Once your item is received in our warehouse, please allow up to two weeks for your return to be processed.***

**\*\*Rambo Bikes reserves the right to deny any return at any point during the return process.**