

Shipping Policy

We guarantee the delivery of your order. If an item gets lost, we will send you a replacement free of charge; however, we are not responsible for delays in dispatch or delayed or unscheduled deliveries.

Signature Requirement:

All our bike deliveries require a signature upon delivery. The customer might be asked to pay a “redelivery fee” if no one is available at the destination address at the time of order delivery.

Damaged Packages:

If you receive broken or damaged packages, please ensure to take pictures and ask the courier agent to write and sign the scope and description of the damages. In case of damage or loss of the product during shipment, the customer may be required to cooperate with the seller in completing a claim application based on the courier's required paperwork.