

# **RETURN POLICY / SHIPPING POLICY**

## **Segway of Central Florida Returns Policy**

Segway of Central Florida will only accept return of unused and undamaged products that are returned in the original packaging. Purchaser must follow this return procedure:

- Within ten days after receipt of the Product, Purchaser must contact Segway of Central Florida and request a Return Material Authorization (RMA) number.
- After Purchaser receives an RMA number from Segway of Central Florida purchaser must return the Product to Segway of Central Florida in an unused, undamaged condition and in the original packaging. The Product must be received no later than ten days after the RMA was issued.
- Purchaser, as a condition of returning the Product, must pay Segway of Central Florida a re-stocking fee equal to 10% of the purchase price for the returned Product. Payment of this fee is due at the time Purchaser obtains the RMA, subject to actual return of the Product in accordance with the terms of this Policy.
- Upon receipt of the returned Product, Segway of Central Florida shall inspect the returned Product to confirm that it is unused and undamaged and in the original packaging. Upon such confirmation, and provided the Purchaser has followed the procedure set forth in this Policy, Segway of Central Florida shall credit Purchaser for the purchase price less the 10% restocking fee.
- If Purchaser returns Product that is used, damaged, not in the original packaging, or otherwise not in accord with this policy, then Segway of Central Florida shall not issue any credit to Purchaser and Purchaser shall pay all costs for return shipment of the Product to Purchaser.

## **Shipping Information / Return Shipping Fees / Address Correction Fees**

Segway of Central Florida typically ships products via FedEx Ground. The tracking information for your shipment will be included on your final invoice. Please call Segway of Central Florida at 352-383-9900 for questions about your order and specific shipping and tracking information. Once your order has been shipped, you will be responsible for any address change fees or return shipping fees if the order cannot be delivered to the shipping address you provided or is returned to us for any other reason.