



Return Policy

If you wish to initiate a return, please email us at support@jupiterbike.com or call us at +1.813.609.BIKE (2453) and ask for the Customer Service Department related to Costco Next.

Jupiter Bike has a **30-day return policy**, which means you have 30 days after receiving your item to request a return.

We want you to be happy with your purchases. If you have a problem and wish to return any products, just return it using the instructions below and we will be happy to refund it.

Jupiter Bike offers a **full refund on all online purchases** of products if they are returned in the condition in which they were sold, within 30 days of delivery.

To be eligible for a return, your item must be in the same condition that you received it and unmodified. You will also need the receipt or proof of purchase.

If your return is accepted, our returns team will provide instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at support@jupiterbike.com or +1.813.609.BIKE (2453).

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exceptions / non-returnable items

In order to receive a full refund, you must provide our customer service team with photos of the box & product to address any issues relating to your refund.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and you will receive confirmation of refund, if approved.

Refunds will be processed using your original payment method within 10-14 business days. Please note it can take some time for your bank or credit card company to process and post the refund.

If more than 15 business days have passed since we've approved your return, please contact us at support@jupiterbike.com or +1.813.609.BIKE (2453).

ADDITIONAL NOTES

Please note that if an item is refused upon delivery or is unable to deliver (customer not home) the amount of our Standard Shipping fee shall be deducted from the refund.

If a return is made due to damage or defect, we will arrange the shipping for you through the courier of our choice. Jupiter Bike will NOT reimburse return freight costs should you decide to ship it back at your own expense.

Only one return transaction per order will be accepted. Therefore, it is best to carefully examine ALL items received to ensure satisfaction before making a return of a portion of your order.

Until the Company receives the returned merchandise, you are responsible for any loss. It is very important that any returned items are in the best (i.e. original) condition possible; you have a statutory duty to take reasonable care of the goods, so please take care with them.

Returns will be processed within 20 days of receiving the items at our warehouse. If you return an item not accompanied by the required paperwork there may be a delay in processing the return and refund.

Refunds will be issued to the payment method used in the original transaction.

If there is a defect or shipping damage, Jupiter Electric Bikes will either arrange and pay for local repair, or exchange/refund the bicycle, at the discretion of Jupiter Electric Bikes.

Fees paid for assembly and adjustment are non-refundable. Courtesy credits given for bike shop labor is non-refundable.

If you require any assistance or have any questions regarding a return, please e-mail support@jupiterbike.com or call +1.813.609.BIKE (2453).