

Shipping & return & refund policy

SHIPPING POLICY

Our goal is to provide you with the greatest transportation options no matter where you live. Every day, we give services to hundreds of consumers worldwide, and we endeavor to provide you with the best possible service.

The order delivery timeline is separated into two parts:

Processing time: 48 business hours.

Shipping method: Fedex & UPS & DPD & TNT...

Shipping time: 5-10 business days

Shipping fee: Free shipping orders over \$300.

U.S. Version Products: Only Alaska and Hawaii cannot be delivered.

RETURN & REFUND POLICY

ORDER CANCELLATION

Dear friend, canceled orders will receive a full refund if they are canceled before the order ships. Please contact our after-sale team to cancel your order.

For cancellation requests after an order has shipped, whether the order has been received by the customer or not, a return process is required and return shipping costs will be charged. Refer to the return process below for details.

RETURN YOUR WALKINGPAD

Dear friend, if you purchased a product from a retailer or another website, please contact the retailer or site for instructions about returns. For products purchased directly from this site, please read the following policy carefully.

If you are not satisfied with your WalkingPad, you may return it within 30 days upon delivery date. Due to the size and weight of our products, WalkingPad doesn't offer a refund for any shipping or delivery charges you may have paid in the following cases:

- Accidental Order

- Better price available
- No reason given
- No longer needed or wanted
- Not compatible or not useful for intended purpose
- Ordered wrong style/size/color
- Damaged by the customer.

Please also ensure that the product is returned in its original packaging and in the same condition as it was when you received it. Once we receive the returned product, we will inspect it to ensure that it meets the return criteria.

To initiate a return, please contact our customer service team at service@fezibo.com. You will be required to provide your receipt or proof of purchase and the reason for the return. Once your return request is approved, our After Sale Team will provide you with the return instructions.

After we receive and inspect the returned treadmill, we will issue a refund to the original payment method within 3-5 business days if it meets our return criteria.

Only a partial refund (If applicable) will be given if the following conditions are met:

- The product is not in its original condition, there is damage or missing parts that were not caused by us.
- The product is returned after 30 days from the date of delivery.
- Any accessories order.

If the return is caused by the consumer, consumer should be responsible for the shipping fee. The specific fee should be based on the express company you choose.

If due to our reasons, the goods received are damaged or not correct, and the consumer is not required to bear the shipping fee for this reason.

PROCESS OF RETURN

If you return the product within 30 days from the delivery date, please email service@fezibo.com with your order number or other contact information provided when submitting the order.

Based on the supplied details, our team will confirm your return. Additional information, such as package and equipment images, is requested as part of the return procedure. Before issuing the return label by email, we will confirm any/all return charges that must be paid.

We'll send you an email once we've received and checked your return to let you know it's been received. You will also receive information about whether or not returns have been approved or rejected.

Your refund will be automatically transferred to your credit card or payment card within 3-5 days after the returned parcel is delivered to the return center.

Delay or loss of a refund (If applicable)

Please double-check your bank account if you have not yet received your refund.

After that, get in touch with your credit card company. Your refund may take some time to appear on your credit card.

After then, get in touch with your bank. It normally takes a long time for a refund to be processed.

Please contact us at service@fezibo.com if you have completed all of these steps and have not received a refund.

*NOTE: If you request a chargeback from the card issuer before we refund you, we will no longer be able to process your refund and will have to wait for the bank to process it. So I hope you can trust walkingpad and don't apply for a chargeback, we can't do refund in time after chargeback.

EXCHANGE (If applicable)

We only replace items that are defective or damaged. Please send an email to service@fezibo.com and ship your product to our local warehouse if you need to replace a same one.

RETURN SHIPPING METHOD

Here are 2 ways to return it back to us:

1. Shipping By Yourself: Please send the product to our nearest warehouse if you need to return the items. Depending on your country, ask our customer service team for the warehouse's address.
2. Pre-paid Return Label from our warehouse: This way will be charged the return shipping fee of \$80 or more for C1, P1, C2, and A1 Pro, \$100 or more for X21, R1 Pro, and R2, and \$120 or more for desk, depending on your location.

The delivery time of replacement goods may vary depending on your residential address.

It would help if you used a traceable shipping provider or got transportation insurance to return products. We can't promise that we'll receive your return.

WARRANTY

Customers are covered by a one-year guarantee from WalkingPad. We provide complimentary returns and repairs within 30 days from the delivery date. Suppose the product is returned

within the warranty period after more than 30 days from the delivery date. In that case, the customer can ship the product to our maintenance center with the shipping charge paid by the customer, and we will fix and return the product to the customer free of charge.