

Electric Bike Return & Exchange Policy

Kozy's is happy to offer a 15-day return policy for any electric bike purchased through our website. Depending upon the reason for your return and/or the condition of the bike, you may be responsible for restocking, shipping, or other relevant fees.

Returning Defective Bikes or Bikes Damaged in Shipment

If your bike is damaged in shipment or is otherwise defective, we will replace it free of charge and will cover the cost of return shipping. The bike must be returned in its original box with its original packing materials and accessories, and you must call our corporate office at (773) 282-4370 to obtain a Return Merchandise Authorization (RMA) number. The RMA number must be written on the outside of the box.

If the bike was damaged during shipping, we will file a claim with the shipping company and they may need to inspect the damaged bike, box, and packing materials. Do not throw any of these items away.

Returning Non-Defective Bikes

If you would like to return your bike because you have decided that you do not want it, please call our corporate office to obtain a Return Merchandise Authorization (RMA) number. The bike must be shipped in its original box with the RMA number written on the outside. You will be responsible for:

- Return shipping and original outgoing shipping costs*
- A 10% restocking fee to cover the cost of preparing your bike for shipment and getting it back onto our sales floor
- A \$20 cleaning charge (if the bike is not already clean)
- If the bike is scratched or is otherwise not "like new," we will charge a fee to cover the loss of value.

* Though you may have received free shipping, if the bike is returned you will be billed what Kozy's paid to ship the bicycle to you.

All returns must be shipped to:

Kozy's Cyclery
3255 N Milwaukee Avenue
Chicago, IL 60618
Attn: Web Returns