

Hoverboardpro Delivery/ Refund / Return Policy

Hoverboardpro may, but are under no obligation to, honour requests for refunds for the following reasons:

SHIPPING

All of our items are posted using tracked and insured couriers by DPD OR UPS. You can find our costs and estimated delivery times below.

PROCESSING TIME

We aim to ship out same day if payment cleared before 1pm and there is no issue with your bank.

UK DELIVERY TIME AND COST

- UK MAINLAND delivery is FREE NEXT DAY (EXCLUDING BT, IM, PA, KW ETC) depend on the product (order must be placed before 1pm. Excluding weekends* or Bank holidays)
- International Delivery – please allow 5 to 7 days for delivery and shipping fee is calculated at the checkout page.
- Saturday UK Express Delivery – £13.99 (Only for orders placed on Friday before 1pm for delivery on Saturday)

*Note: Express deliveries will be delivered the next working day if placed Monday to Thursday before 1PM. Orders placed after 1pm, It will be dispatch next working day.

All Product are shipped in the UK. Your item will usually be dispatched same working day after placing your order or next working day but at very busy periods this can be up to 2 working days. Some items are dispatched same day. If you have not received your product dispatch email before 3 days, please send us an email: service@hoverboardpro.co.uk

If our product is on pre-order, we will give you estimate time of delivery and we will always update you, we will also send you tracking number to let you know once your order has been sent out.

Non-delivery of the product: Due to an issue with the mail or courier service, you do not receive a delivery e-mail from us. Depending on the price of the product, hoverboardpro may require you to first submit proof that you have submitted a report to the mail service or courier company describing the missing item;

Order issues: You have problems that prevent you from placing order on our website www.hoverboardpro.co.uk we recommends that you contact us through email service@hoverboardpro.co.uk or give us a call to assist you.

RETURN / REFUND

If not happy with the product, you can return to us up to 14 days after delivery has been confirmed. As long as the Product is unused, and in the original condition you may return your Product to us for an exchange or full refund back to your payment method within 14 days of receipt.

Please note if the board has been used and damaged by the user, we cannot issue refund but we will 100% solve the issue for you within 2 to 5 days.

If you have any issues you can always reach us at our live chat Facebook or you can send us an email service@hoverboardpro.co.uk