



RETURN POLICY

We have a 30-day return policy, which means you have 30 days after receiving your item to request a refund. Wheeldock does not pay the return shipping on items being returned for a refund.

To be eligible for a refund, your item must be in the same condition that you received it, undamaged or unused, and in its original packaging. You will also need the sales receipt or proof of purchase.

To start a return, contact us at wheeldock@wheeldock.com or (405) 743-8080 to get a Return Authorization number. Please note that returns will need to be sent to the following address:

Wheeldock
4520 Territory Lane
Stillwater, OK. 74075

Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any refund/return questions via email or (405) 743-8080.

Damages and issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you received the wrong item.

Exchanges

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

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take up to a week 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 and you have not received a refund, please contact us at wheeldock@wheeldock.com.