

## DropShip Frequently Asked Questions:

### 1) What does Dropship mean?

Dropshipping is a retail fulfillment method in which a store does not keep a product that it sells in stock. Instead, the retailer transfers the customer's order and shipment details along to the manufacturer, who then ships the order directly to the customer.

### 2) How do I pay for a Dropshipped product?

You will pay for a dropshipped order just as you would pay for any order placed with Riding Warehouse. (ie. Credit Card, Paypal, etc.) However, unlike most orders where the customer is charged once the order is shipped, dropshipped orders are charged once the order is placed.

### 3) How long will it take for my Dropshipped order to get to me?

Every manufacturer is different, however, you should allow between 2-8 weeks to receive your dropshipped order.

### 4) Can I return my Dropshipped items?

The return policy for every dropshipped item is different. That is why it is extremely important to read the Manufacturer Return Policy that is located on the top right corner of the product page. However, if you are unsure about the Return Policy, you can always contact our friendly customer service team for additional help!

### 5) Have further questions?

Please contact our customer service department at 1-800-620-9145 or email at [info@ridingwarehouse.com](mailto:info@ridingwarehouse.com) for further assistance.

