E-BIKEUSA

Warranty

E-Bike USA warrants to the original registered purchaser that an E-bike from E-Bike USA shall be free from all defects in material and workmanship for a period of two years from the date of delivery.

Disclaimer of consequential and incidental damages: the original registered purchaser of this bike, subsequent owners and all other intended and unintended users of this bike, shall not be entitled to recover from E-Bike USA any consequential or incidental damages. There is no warranty of merchantability or fitness for a particular purpose. The warranty is non-transferable and only applies to the original owner. This warranty gives you specific rights and purchasers may also have other rights, which may vary from state to state. Damage caused by failing to follow instructions in the manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the E-Bike USA bike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance is not covered under this warranty. Warranty parts will only be shipped within the continental United States.

E-Bike USA will replace any component that is deemed to be defective or damaged (including damage incurred during shipment), except in case of user error. The warranty covers the listed products and follows the terms below:

Frame

E-Bike USA frames are covered by a replacement warranty for 2 years.

This warranty includes a replacement frame only. Labor charges associated with transferring parts to replacement frames are not included. An authorized E-Bike USA service representative will determine if the frame meets the replacement standard.

E-Bike USA reserves the right to use scratch and dent stock when replacing a frame under this warranty. Frame styles and/or colors not in stock may be replaced with a compatible style and/or color at E-Bike USA's discretion.

Frame issues excluded from this warranty include but are not limited to:

- Corrosion
- Paint fade, scratches, and impact marks
- Impact damage
- Non-reversible modification (such as drilling or welding)
- Chain guard mounted to the frame if applicable

Batteries

E-Bike USA batteries are covered by a 1-year warranty.

During the first year of service – A defective battery will be repaired or replaced. The warranty period for a repaired or replaced battery will remain unchanged from the original purchase date.

No cash reimbursement will be made.

This warranty does not cover:

- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the Products), improper storage, abnormal exposure to liquid, chemical exposure, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress;
- Defects or damage caused by private modification; Disassemble the battery without the manufacturer's consent
- Ordinary wear and tear; Scratches, dents, and cosmetic damage, unless caused by E-Bike USA;
- Products that have the serial number or bar code removed, defaced, damaged, altered, or made illegible;
- The battery has not been charged for more than three months
- Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by E-Bike USA for the Products;
- Defects or damage caused by the assembly, testing, operation, maintenance, installation, service, repair, or adjustment of the Products in a manner that varies from the Assembly Instructions or Owner's Manual;
- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, or improper use of any electrical source.

In addition, with respect to the battery, this warranty does not cover defects or damage resulting from the following actions or situations:

- Charging with a battery charger is not intended or appropriate for use with the Battery;
- Using a battery charger improperly;
- If any of the seals on the battery are broken or show evidence of tampering;
- If the Battery has been used in equipment other than the Bike for which it is specified.

Parts & Components

Original E-Bike USA parts and components are covered by a 2-year warranty. (If more than 30 days have passed since the date of receipt of the bike, the replacement of parts within the warranty period will require shipping costs.)

This warranty does not cover:

- Parts compromised by corrosion due to exposure to the elements (moisture, heat, etc.);
- Damage or deterioration of the surface finish, appearance, or aesthetics of the product;
- Labor charges for part replacement or changeover;
- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, delivery, or other similar activities not consistent with the intended use of the Products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress;
- Scratches, dents, and cosmetic damage not caused by E-Bike USA;
- Products with the serial number or bar code removed, defaced, damaged, altered, or made illegible;
- Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by E-Bike USA for the Products;
- Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from the Assembly Instructions or Owner's Manual;
- Defects or damage resulting from external causes, such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, or improper use of any electrical source.
- Items including the chain or belt, tires, wheels, rims, tubes, battery handle, reflectors, brake rotors, brake pads, cables and housings, grips, and spokes are considered wear items. These items wear down with normal use and are not covered under warranty. You are responsible for replacing and maintaining these wear items.

Accessories sold on e-bikeusa.com are not covered under warranty.

Stolen bikes are not covered under warranty.

Any unauthorized alterations or repairs are not covered and may void this warranty.

We will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to E-Bike USA within 14 days of shipment arrival. This applies to all products including bikes and accessories.

You will NOT be refunded as compensation for your time or efforts replacing damaged parts.

Replacement parts will not be sent until photographic evidence has been provided to E-Bike USA. E-Bike USA may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty claim.

Most warranty parts are fulfilled 1-10 business days after the request is put into our system by a customer service representative. Warranty parts are sent using USPS First Class, UPS Ground, FedEx Express, or FedEx Ground depending on the size of the part. Warranty parts will not be expedited.

For warranty services, please contact E-Bike USA online support by email at support@e-bikeusa.com. Bikes or parts returned without proper documentation may result in delayed service or denied warranty coverage. Warranty returns shipping costs along with duties and taxes are the responsibility of the claimant. All unauthorized returns will be refused.

Note that your insurance policies may not provide coverage for accidents involving E-Bike USA. To determine if coverage is provided, you should contact your insurance company or agent. Damage as a result of an accident is not covered under this warranty, and E-Bike USA is not responsible for repair or replacement of damaged bikes or parts.

E-Bike USA reserves the right to change its warranty at any time and without notice.

Any action, lawsuit, or other proceeding, under this warranty or otherwise related to the bike must be commenced within ninety (90) days after expiration of the two-year warranty period.

This warranty gives the original registered purchaser specific legal rights and you may have other rights, which vary from state to state.