

## E-BIKES LANARKSHIRE

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[www.ebikes-lanarkshire.com](http://www.ebikes-lanarkshire.com)

### WARRANTY TERMS OF EBIKES

1. Motor, 2 years warranty, first year for guarantee replacement, the next years for guarantee repair.

#### **Warranty Policy for motor**

Warranty Details – If you have an issue with a product in the first year:

You must contact us, in order that we can attempt to trouble shoot the problem. We may ask you to do several tests to try to determine the problem.

Secondly, we may at our discretion, send you parts for you to repair your item. If we feel repairs by the customer are not possible you can ship the item back to us at your expense. Once we receive and examine the returned product and decide the issue is not due to negligence of the customer, we will repair, or replace the product and ship it back to you. If the product is damaged due to negligence of the customer, then we will estimate the repair or the replacement cost and bill you for that cost, with the cost of return shipping back to you. Once this is paid we will perform the repair or replacement and ship it back to you. If you decide that you do not want to proceed with the repair or replacement you can pay the shipping to have it returned or it will simply be discarded or destroyed.

Note – In the second year, repair only. The details of terms will follow the above except that the shipping cost is not included.

Warranty period begins for the delivery date, and is exclusively continued 12 months for replacement.

Terms which is not included in the warranty damage – This warranty does not cover or warranty damage to the unit caused by a) defects, malfunction, or failures resulting from abuse, misuse, modifications, alterations, improper storage, use of unauthorized attachments including failure to provide or perform required maintenance services. Preventative maintenance is the warranty holder's responsibility; b) damage caused by dirt or corrosion in all forms including but not restricted to rust, salt water, varnish and moisture; c) failure to follow the set-up, pre-delivery service and adjustments; d) damage caused by pressure or steam cleaning of the product; e) general wear and tear; f) damage caused by any form of racing, commercial use, crash damage including but not limited to fork or FTC damage or any use deemed improper by the original distributor/manufacturer.

2. Lithium Battery, 1 years warranty for replacement or repair.

#### **Warranty policy for Lithium Battery**

Warranty details – If you have an issue with a product firstly, you must contact us in the first instance so we can attempt to trouble shoot the problem. We may ask you to do several tests to try to determine the problem. Secondly we may at our discretion send you parts for you to repair your item. If we feel repairs by the customer are not possible you can ship the item back to us at your expense. Once we have received and examined the returned product and decide the issue is not due to negligence of the customer, we will repair or replace the product and ship it back to you. Otherwise, if the product is damaged due to negligence of the customer

then we will estimate the repair or the replacement cost and bill you for that cost with the cost of return shipping back to you. Once this is paid we will perform the repair or replacement and ship it back to you. If you decide that you do not want to proceed with the repair or replacement you can pay the shipping to have it returned or it will simply be discarded or destroyed.

Note –The details of terms will follow the above except that the shipping cost is not included. Warranty period begins for the delivery date, and is exclusively continued 12 months for replacement.

Terms which is not included in the warranty damage – E-BIKES Lanarkshire is not responsible for the incident caused by not obeying the specifications. Before using the battery, you should read the specifications, usage instruction and some attentions carefully to learn its application method and areas. If used the wrong way or wrong circuit connection or input power data, working index are inconsistent with the specifications happen and cause damage to production, circuit and its accessories, we are not responsible for it.

3. Other Parts: Half a Year

#### **Warranty Policy for Other Parts**

Firstly please contact us with the damage item photo or video. Secondly, we may at our discretion send you parts in the post. Thirdly we will make shipment once half of the shipping cost is confirmed.