



# Ebike Edmonton Inc.

## 1-Year Limited Warranty

Contact the EBike Edmonton (EBE) Support Team at 1-825.343.2453. We will work with you to identify potential simple fixes.

DETERMINING WHETHER DAMAGE OR DEFECT COVERED UNDER WARRANTY OR RETURN IS AT THE SOLE DISCRETION OF EBE.

All EBike Edmonton Inc. ("EBE") ebikes (the "ebikes"), and their Covered Components (as defined herein), are protected against defects for one year from the purchase date, in accordance with the following terms:

- Limited Warranty covers the original purchaser.
- The Warranty Period begins from the date of purchase of the ebike.
- The Limited Warranty is limited to the replacement of the defective item.
- Covered components include; frame, forks, stem, handlebar, seat post, brakes, lights, bottom bracket, crankset, pedals, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, and LCD display, (each a "Covered Component").
- Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.
- If a Covered Component is covered by warranty and defective, EBE will: replace or repair the defective Covered Component with similar, new or refurbished parts.
- Shipping and handling charges are not included or covered by warranty.
- Warranty matters must follow the Claims Process procedures.

### This Limited Warranty Does Not Cover:

- Accessories. Normal wear and tear. Modifications.
- Seats, baskets, rims, tires, spokes, tubes, brake pads, cables and housing, grips, chain, kickstand, reflectors, and light bulbs
- Any damage or defects to Covered Components resulting from failure to follow instructions on the use of the ebike, 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 ebike as sold, operator error, water damage, extreme riding, stunt riding, freezing or improper maintenance, use or storage.
- Damage, failure or loss caused by any unauthorized service or use of unauthorized parts.
- The battery is not warranted from damage resulting from power surges, use of an improper charger, improper charging, improper maintenance or other such misuse, normal wear, modification, tampering, cracked or damaged case, water damage, or freezing.
- Purchases subject to credit card chargebacks void the Limited Warranty.

### Product Disclaimer Notice

- Ebike Edmonton Inc. makes no warranty, representation, or guarantee regarding the information contained herein or the suitability of its products and services for any particular purpose, nor does Ebike Edmonton Inc. assume any liability whatsoever arising out of the application or use of any product.
- The entire risk of use of the products and their suitability is entirely with the Buyer or user of the product.
- The Buyer shall not rely on any data and performance specifications or parameters provided by Ebike Edmonton Inc.
- The pictures, logos, color and specifications may vary and may not be an exact representation of the item.
- Information regarding the expected range on a single charge on one of our bikes is an estimate and varies according to factors.
- All of our ebikes are street legal in accordance with the federal laws of Canada. It is your responsibility to be aware of specific local restrictions on the use or operation of the ebike in your community.
- Any alterations, modifications, or other changes made to the ebike following your purchase that affect the safety, operation, or mechanics of the ebike and shall void the Warranty and shall be at your sole risk.

Purchaser Acknowledgement \_\_\_\_\_ Date \_\_\_\_\_

Product \_\_\_\_\_ SN \_\_\_\_\_