

Warranty Policy on e-bikes

At EMotorad, our first guiding principle is "The Rider is the Boss." We stand behind the products that we sell. For this reason, we're pleased to offer one of the industry's most generous and rider-friendly warranty policies.

Repair or replacement of components

IMPORTANT! To validate this warranty, the retail customer must register the bike at www.emotorad.com within 15 days of purchase.

- We stand behind our frames—forever. This means we offer a lifetime warranty to the original owner against structural defects in material or workmanship on ALL models of EMotorad frame.
- Other EMotorad branded products (as well as frame paint and graphics) are covered by a two-year warranty.
- This warranty is limited to the original purchaser only. Proof of purchase is required to validate protection under warranty. Transport costs are not included.
- We offer 12 Months warranty on the motor from the date of original Purchase, 12 Months warranty on the controller and 12 months warranty on the battery .
- The battery warranty does not include damage from power surges, use of non-original chargers, improper maintenance, or water immersion.

Only use this product in accordance with this user manual. EMotorad offers a warranty on the following items.

Main frame	Lifetime
Motor shell, Hub motor, Controller	One year
Electronic handlebar controls and electrical connections, Battery Charger	Six Months
Paintwork (excluding accidental or deliberate damage)	One year
Battery capacity loss of more than 30%	One year

Lights and lighting system	Six Months
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- All Mechanical parts are only covered for Manufacturing Defects. There is no warranty period on handlebars, stem, bearings, drivetrain parts, brakes, wires, wire housings, tyres, tubes, rim or wheels, hubs, seat or saddle, seat post, clamps, grips, headset parts, pedals, brake callipers, bottom bracket, disk, brake pads and mudguards.
- Display, Throttle, LED Light, Pedal Sensor, Charger - 6 Months warranty.

If any manufacturing defect(s) is found in our product, the Company will repair or replace the defective part(s) with new part(s) or equivalent at no cost, provided the Product is within warranty period of 1 year and the malfunction is caused due to faulty material or workmanship during manufacturing. The decision to replace or repair the defective part will rest solely with the Company. We also reserve the right to replace the defective part with parts, similar or different to the defective part, as per the availability of such parts.

Terms & Conditions

1.	If the product has a quality fault within 15 days of delivery, the part will be repaired or replaced
2.	The period of assurance shall commence from the day delivery was made to the retail customer, or from the day the retail customer collected the bike from the retailer.
3.	To validate this warranty, the retail customer must register their bike within 15 days of purchase.

- Fading of parts like paint, stickers and plastic parts due to direct exposure of sunlight is not covered under the warranty
- This warranty is void in its entirety by any modification of the frame, fork or components. This warranty is expressly limited to the repair or replacement of a defective item and is the sole remedy of warranty. This warranty extends from the date of purchase, only to the owner and is not transferable. Transportation cost and labor charges incurred in the replacement of parts are not covered under this warranty.
- The Company is not responsible for loss or damage whatsoever (including incidental or consequential damages) arising from use of the Product. Any claims under this warranty must be made through an authorized dealer
- The warranty stands null and void if :
 - The serial number /identification code is deleted, defaced, altered, effaced or removed
 - Used for more than permissible load of 120kg
 - Used for stunts, competition or jumping, acrobatics, bicycle moto-cross, dirt biking or similar activities as all units are not designed or intended for such purpose or usage
 - Any kind of tempering observed with the parts/Product
 - Modified/altered components for any specific use other than a personal transport
 - Transportation, delivery, labour and handling charges incurred in the replacement of parts are not covered under this warranty, and shall be borne by the customer.
 - This warranty is void in its entirety by any modification of the frame, fork or components
 - Resold to any other person/company
 - Damage caused by an accident or malfunction or misuse caused to the Product by the acts of persons, intentional or otherwise, including but not limited to misuse or mishandling, fire or any act of God
 - Nonfunctional parts due to natural wear and tear, ageing, defect resulting from misuse/ improper handling or negligence by the rider or Product is altered by component parts substitution is not covered under the warranty.

This warranty is valid only within the geographical boundaries of the Republic of India and UAE. Company reserves the right to change this warranty policy at its sole discretion without any notice. In case of any dispute with the customer, courts of DUBAI shall have exclusive jurisdiction to settle any dispute.

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Shipping Damage Claims:

IMMEDIATELY inspect whether the packaging is intact when receiving the goods. If you see obvious damage to the product, you can choose to reject and contact us in time. We will not accept claims for shipping damage later than 24 hours from the receipt of the product.

PLEASE REGISTER YOUR ELECTRIC BIKE BY SUBMITTING THIS FORM ON:

<https://www.emotorad.com/Warranty.aspx>