

## FreeRider eBike Warranty Terms and Conditions



FreeRider USA warrants to the original purchaser (and only the original purchaser) of each purchased Product as follows:

The following warranties apply only to bicycles and framesets purchased new from, and assembled by, an Authorized FreeRider USA Dealer or Authorized Service Center.

1. **5-Year Warranty.** FreeRider USA warrants the frame and rigid fork of each new bicycle and frameset to be free from defects in material and workmanship for as long as the original purchaser owns the bicycle. This limited warranty is non-transferable.
2. **2-Year Warranty.** Fenders, handlebars, locks, pumps, pedals, rear racks, repair stands, rigid forks, reflectors, saddles, seatposts, and stems.
3. **1-Year Warranty.** Battery pack, charger and all other electric components, and all repair parts, replacement parts, and accessories, are warranted to be free from defects in material or workmanship for a period of one (1) year from the original date of purchase. Any repaired or replaced part will remain subject to the warranty for the remaining portion of the original warranty term, but will have no warranty coverage whatsoever beyond expiration of such original warranty term. This limited warranty shall automatically expire on the one (1) year anniversary of the date of purchase.
4. **Free 60-Day Repair Labor.** If your bicycle is found to be defective in materials, workmanship, or assembly within 60 days of purchase, it will be repaired for you without charge for labor or materials. To receive this service, simply bring your bicycle to the FreeRider USA or contact Authorized Service Center.
5. **Limited Remedy.** Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective parts with those of equal or greater value at the sole discretion of FreeRider USA. Unless within the free 60-day repair labor period, you will be responsible for labor costs associated with warranty replacements. EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY LAW, IN NO EVENT SHALL FreeRider USA BE RESPONSIBLE FOR DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE, OR ECONOMIC LOSSES, WHETHER BASED ON CONTRACT, WARRANTY, NEGLIGENCE, PRODUCT LIABILITY, OR ANY OTHER THEORY.
6. **Exclusions.** THE ABOVE WARRANTY, OR ANY IMPLIED WARRANTY, DOES NOT COVER NORMAL WEAR AND TEAR. ALL WARRANTIES ARE VOID IF THE BICYCLE IS MODIFIED FROM ITS ORIGINAL CONDITION OR THE BICYCLE IS USED FOR OTHER THAN NORMAL ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, FAILING TO FOLLOW THE OWNER'S MANUAL OR USING THE BICYCLE FOR COMMERCIAL ACTIVITIES OR IN COMPETITIVE EVENTS, INCLUDING BUT NOT LIMITED TO BICYCLE RACING, BICYCLE MOTORCROSS RACING, STUNT RIDING, RAMP JUMPING OR SIMILAR ACTIVITIES, AND TRAINING FOR SUCH ACTIVITIES OR EVENTS.

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FreeRider USA MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. Except to the extent specifically prohibited by law, ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THAT OF THE EXPRESS WARRANTIES STATED ABOVE.

### **Warranty Services**

The following components/parts and circumstances shall be excluded from this warranty or lead to exclusion from this warranty:

- If the ebike is technically modified without the approval of FreeRider USA
- Subsequent conversion/installation of incompatible or non-original parts (see operating instructions)
- Wearing parts (see definition of wearing parts given below)
- Non- FreeRider USA motor, charger or battery.
- Any modifications to the version as delivered (including in particular repainting not performed by an authorized FreeRider USA dealer)
- Repairs that have not been carried out by trained specialists
- Inappropriate use/transport (see operating instructions)
- Missing service inspections within an appropriate time limit (see operating instructions)
- Inappropriate maintenance/operation/upkeep (see operating instructions)
- Damage resulting from omitted or incorrect adjustment(s) or worn components
- Consequences of a fall
- Damage caused by climatic conditions or normal wear
- Damage due to unsuitable cleaning agents, utensils such as high-pressure cleaners or the additives used
- Commercial lending/transfer.

The following parts shall constitute wearing parts and be excluded from this warranty:

- Bump stops in forks and shock systems
- Coatings on fork stanchions and shock absorber pistons
- Moving parts made from rubber
- Brake pads
- Brake disks
- Seals
- Springs
- Rim flanges/braking surfaces
- Freewheel bodies
- Slide rings and plain bushes
- Bar grips and handlebar tape
- Cassettes, cogs, chain rings
- Chains

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- Bearings and bearing seatings
- Airtight seals/O-rings
- Tires & tubes
- Shifting lever rubber coatings
- Shifting components
- Foam parts
- Chain guide
- Actuating cables and housing
- Spokes
- Dust rings

If the product is determined not to be covered by the warranty terms, Customer may be responsible for all return shipping expenses to FreeRider USA or if applicable, to the Authorized FreeRider Dealer or Authorized Service Center.

1. Right to Modify; Warranty Process. FreeRider USA reserves the right to modify this limited warranty at any time, in its sole discretion. FreeRider USA reserves the right to require additional identification, proof of purchase, or additional verifiable information to help FreeRider USA locate Customer's purchase of the Product in its records.
2. If Customer does not comply with any of the above conditions, FreeRider USA reserves the right to refuse the return or exchange, or to impose different or additional conditions, including (without limitation) using the current sales price of the returned Product.
3. Within 14 days following the return to FreeRider USA of the allegedly defective Product (pursuant to a warranty claim that complies with the foregoing requirements. FreeRider USA will inspect any such returned Product.
4. If FreeRider USA determines that the Product is in compliance with the applicable warranty, it will so notify the Customer and no further action will be taken. Alternatively, if FreeRider USA determines that the Product is not in compliance with the applicable warranty, it will so notify Customer (and repair or replace, as applicable).