

GENERAL WARRANTY CONDITIONS

THIS DOCUMENT DEFINES THE WARRANTY CONDITIONS FOR PRODUCTS UNDER TRADE MARK EBFEC PURCHASED AFTER JANUARY 14, 2021.

1. WARRANTY

THE WARRANTY PERIOD OF THE PRODUCT STARTS FROM THE DAY OF SHIPPING, DEFINED BY A WAYBILL, INVOICE OR OTHER SHIPPING CONFIRMATION DOCUMENT. THIS DOCUMENT MUST BE KEPT TOGETHER WITH THE WARRANTY CARD IF SUCH HAVE BEEN APPLIED.

2. SELLER'S OBLIGATIONS

Internet purchase: if a bike is purchased on the Internet, Seller is obliged to prepare the bike accordingly to Seller Obligations. Customers, who purchased the bike via Internet hold free of charge manufacturer warranty only in the place of purchase or authorized service center.

3. AFTER-SALES PROCEDURE

Seller is obliged to deliver to Buyer a roadworthy, ready-to-use bike after completing the following:

- bicycle unpacking,
- pedals installation and tight mounting, handlebar tightening accordingly to ride direction,
- tightening of all screws,
- lighting and tires direction check,
- brakes and derailleur adjustment,
- spokes stretching and wheels centring if necessary,
- pumping-up the tires to the right pressure,
- removing all dirt from bike surface,
- careful filling-in the Warranty Card,

- in case of purchasing a bike, the above steps are to be completed by Seller. Buyers confirms completing the steps.

4. WARRANTY TERMS

4.1 EBFEC GROUP company based in Wrocław, Poland, hereinafter Warrantor gives a 5 (five) years warranty period from the date of shipping for a purchased bike.

4.2 Warrantor gives a 2 (one) year warranty period for battery and motor.

4.3 Other components warranty period is specified in Appendix A of this Warranty Terms.

4.4 Warranty does not cover:

- consumable parts: brake pads, brake discs, brake wires, tires, wheel rim exploitation, tubes, mudguards and other plastic parts, wheels centring, lightening, drive components as chain, bearings, crank mechanism, o-rings, washers etc.;
- mechanical damages caused by accident, misuse, lack of maintenance, including fork/frame break or inflexion, rim damage, derailleur hanger break or inflexion, front or rear derailleur damage, seat post inflexion, damages caused by incorrect tightening torque, damages caused by incorrect suspension settings, corrosion and seizure of bearings caused by high-pressure washing or lack of maintenance, usage of components or accessories not intended for given bike type;
- paint coat changes, eg. Corrosion caused by incorrect bike storage in too humid environment or non-compliance o maintenance rules.

4.5 The condition for the validity of the warranty is completing the first charged service inspection in the authorized center within a month from shipping dat, what is confirmed by the record in Warranty Card.

4.6 Warrant is obliged to consider a complaint within 14 days, counting form receiving a bike by authorized service center.

4.7 All the warranty claims must be reported to EBFEC GROUP authorized service, the bike was purchased or other authorized service center.

4.8 The condition of warranty validity is purchase receipt and correctly filled Warranty Card holding.

4.9 During warranty period all the defects resulting from used material quality or

assembly defects are to be removed free of charge.

4.10 In terms of frames and components, which usage cycle has ended according to manufacturer definition, EBFEC GROUP reserves the right to replace them with equivalent part.

4.11 In case of no repair possibility, warranty parts will be replaced by new parts.

4.12 Warranty period is extended by time bike spent in service center.

4.13 In case of international brands components, who have own representatives on the territory of Republic of Poland, decision of the complain merits will be made after consultation with components authorized distributor.

4.14 Warranty is not valid in following cases:

- disassembly without permission,
- external collision,
- man-made damages,
- customer's own, incorrect repair,
- construction changes made by customer,
- misuse
- incorrect storage, usage, maintenance specified in user manual
- non-compliance of Warranty Terms
- damages made by incorrect shipping

4.15 Warranty does not cover bikes or parts, which serial numbers or identification parts were removed or damaged (if there were any).

4.16 Following repairs are not considered Warranty Repairs:

- regulation,
- backlash elimination,
- threaded connections damages repair.

4.17 EBFEC GROUP is not responsible for any bike damages caused by extreme sports training, bike misuse and relevant accidents, body injuries, etc.

4.18 Usage of out of order or damaged bikes may cause further damages, accidents or body injuries. EBFEC GROUP will not be responsible for those.

4.19 Bike owner is obliged to deliver clean and complete bike with actual and

filled Warranty Card.

4.20 Warranty does not exclude, limit or suspend in any way Buyer's rights defined in regulations for defects in the sold item.

4.21 Warranty is limited to European Union territory.

APPENDIX A

WARRANTY CONTENT	WARRANTY VALIDITY	REMARKS
battery	24 months	battery leaked and plastic case cracked under normal use, capacity is less than 60% of the rated capacity after tested
motor	24 months	gear breakage, broken bearing, cracked casing, burned, etc. (man-caused damage excluded)
charger	24 months	appearance no cracks, unopened and label not destroyed
meter	24 months	any malfunction while the appearance si not damaged and wires are all connected well
controller	24 months	performance failure within one year (must be unopened)
crank and chain wheel, front fork/axle, freewheel, chain&belt	12 months	free repair withi12 months, man-caused damage excluded
brake lever, throttle&sensor	6 months	any malfunction while the appearance si not damaged and wires are all connected well
rear shock absorber, saddle, battery shell&base, paint damage in large area	6 months	man-caused damage excluded
lightening, pedals, handlebars	6 month	man-caused damage excluded