



Product Warranty Policy

Warranty Period:

Electric Bike Outfitters, LLC warrants its products for 1 year from the date of the original sale of the product, lithium-ion batteries are warranted for 6 months from the date of the original sale.

Warranty Items:

1. **Electric Bike Outfitters, LLC Warranty** - The warranty covers defects in materials and workmanship (excluding the items listed below).
2. **Sub-Components** - Replacement parts for malfunctioning systems under warranty are replaced at the component level where possible. Entire systems are not replaced unless either the faulty component is not replaceable or all components comprising the product are defective.

Non-warranty Items:

1. **Normal Wear and Tear** – Electric Bike Outfitters, LLC will not warranty cosmetic damage, or scratches.
2. **Neglect and Abuse** – Electric Bike Outfitters, LLC will not warranty failures or damages that have been caused by accidental damage, misuse, negligence, obvious abuse, deterioration due to environmental conditions, or lack of reasonable preventive maintenance.
3. **Modifications** – Electric Bike Outfitters, LLC will not warranty any damage due to customer repairs, alterations, or changes performed on products by anyone other than Electric Bike Outfitters, LLC.
4. **Unreported Shipping Damage** – Identification and reporting of shipping damage is the recipient's responsibility at time of delivery. Failure to report shipping damage at time of delivery voids any claims made with Electric Bike Outfitters, LLC.
5. **Third Party Shipping** - Shipping from locations other than Electric Bike Outfitters, LLC is not covered under warranty. Electric Bike Outfitters, LLC has no control over third party shipping or procedures for inspection; therefore, we can take no responsibility.
6. **Limited Life Components** - Any items that require periodic replacement as part of normal product maintenance.
7. **Product Conditions** - Failure caused by cleaning agents, corrosion, chemical exposure, water or extreme temperatures.
8. **Warranty Claim Form** - Any claims that have not been processed through our Warranty Procedure below or have not received a Claim #.
9. **Fraudulent Claims** - Any claim, which is fraudulent.

Warranty Procedure:

1. Verify that the product or replacement part is under warranty before beginning the warranty claim process.
2. Contact Electric Bike Outfitters, LLC for a Claim #.
3. Completely fill out each section of the Warranty Claim Form, including your signature. Failure to do so can result in a delayed or denied claim.
4. Return completed Warranty Claim Form with Claim # to Electric Bike Outfitters, LLC.
5. If it is determined that the product will need to be returned:
 - a. Product must be returned within 30 (thirty) days of receipt of Claim #.
 - b. Packing and protection of product to be returned must be of at least the same quality as the original packaging (no loose product in boxes).
 - c. Original shipping boxes should be used whenever possible.
6. Electric Bike Outfitters, LLC will be available Tuesday through Friday from 10am-5pm (MST.), to provide technical support and answer any warranty related questions.