

WARRANTY

Warranty coverage

This warranty covers defects of materials and workmanship in "Products" sold, manufactured or repaired by eBike Motor Centre to the extent of repair or replacement or refund at eBike Motor Centre's discretion.

"Product Owner" is defined as the original end user. In cases where the original purchaser is a reseller who just resold the Product, the Product Owner would be the first end user.

Period of coverage

- The limited warranty period is 12 months parts and labour.
- Warranty starts at the date of purchase.
- Some additional exemptions may apply.
- Refurbished equipment is 12 months from date of purchase.

Who is covered?

This limited warranty extends to the Product Owner, which is the company, or entity that first purchased the Products directly from eBike Motor Centre or from an Authorised Reseller. The Product Owner has the option of contacting eBike Motor Centre directly for warranty service.

Motor repair Warranty service

Please note: Motor repairs that appear defective, often function perfectly upon receipt back at our factory. Example: Motors' may not work because of wiring or plug issues. Or it can seem like a motor is slipping or jumping, this often turns out to be a worn sprocket or chain.

Contact eBike Motor Centre, or the partner company that repaired the motor first to see if the issue can be resolved without returning the motor or Product. This can save time and shipping costs.

Products purchased from eBike Motor Centre

If your Products were purchased directly from eBike Motor Centre, phone 01425 656656 or email enquiries@ebikemotorcentre.com describing the problem.

Proof of purchase date may be required. eBike Motor Centre will decide whether:

- To send field replacement parts, or
- To send an immediate exchange, or
- To authorise you to return the Product to eBike Motor Centre for service.

Address your return shipment to:

Attn: Warranty/Repair
eBike Motor Centre
Unit 1 The Glenmore Centre
Sandleheath Industrial Estate
Fordingbridge
Hampshire. SP6 1TE

All returns must include a note stating:

1. Issue
2. Contact person
3. Phone number
4. Return address

Products purchased from Authorised Resellers

If bought directly from an authorised eBike Motor Centre Reseller, call them and describe your problem. Your reseller will decide whether:

- To send replacement parts, or
- To authorise you to return the Product to the Reseller for service, or
- To send an immediate exchange, or
- To instruct you to contact eBike Motor Centre directly.

Factory 'return and repair'

All Products covered by this warranty must be returned to eBike Motor Centre for repair and service at your expense. This includes any costs for removal of parts or motor and shipping and duty. Returned Products covered under this limited warranty will be repaired or replaced, free of charge (provided terms are met), and returned to you at eBike Motor Centre's expense, using the carrier and method of our choice. Express or Saturday shipments will be at your expense.

Products not covered under this warranty will be repaired and returned to you at your expense upon receipt of full payment for such repairs and shipping.

Products where defects cannot be discovered will be shipped back at your expense.

Immediate Exchange

Immediate Exchange replacement Products with the following conditions:

- The Product Owner notifies eBike Motor Centre within the first 14 days of receipt of the goods.
- The Product was purchased directly from eBike Motor Centre.

eBike Motor Centre will provide a quotation for these Products including shipping. Upon full payment of this quotation, eBike Motor Centre will ship these Immediate Exchange Products.

Defective Products must be returned to eBike Motor Centre.

Upon their return, our service personnel will assess all Defective Products. If Products are found to be defective, then costs for all Products and shipping by standard delivery, will be credited back to your account.

Limited Warranty exclusions

- Any fitted printed circuit board (PCB) or electronics found within a motor that has suffered water ingress.
- Any damage to any part or motor from water ingress following a repair by eBike Motor Centre
- Any genuine or original electronic control unit/PCB, unless supplied in a new motor or fitted by eBike Motor Centre
- Any drive belt not fitted and tensioned by eBike Motor Centre
- Any damage caused by any drive belt not fitted or tensioned by eBike Motor Centre
- Products resold by the Product Owner
- Consumable parts, such as batteries, grease, or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship.
- Cosmetic damage, including but not limited to scratches and dents.
- Damage caused by accident, abuse, or misuse.
- Any motor or part that has been opened or worked on during its eBike Motor Centre warranty period.
- Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of eBike Motor Centre or an eBike Motor Centre Authorised Service Provider.
- An eBike Motor Centre Product that has been modified to alter functionality or capability without the written permission of eBike Motor Centre
- Any eBike Motor Centre Product where the serial number, or warranty label (if fitted), has been removed or defaced.
- Shipping costs to eBike Motor Centre (including any duties or applicable fees) for your warranted Products.
- Loss of business due to hardware or software malfunctions or failure of any Product to meet expectations unless such performance criteria be agreed on beforehand.
- Any non-eBike Motor Centre branded hardware Products or any software, even if packaged or sold with eBike Motor Centre hardware. Manufacturers, suppliers, or publishers, other than eBike Motor Centre, may provide their own warranties to you – please contact them for further information.

Other limitations

This is eBike Motor Centre's complete warranty for the Products and states your exclusive remedies. This limited warranty is given in lieu of all other express warranties. Implied warranties, including without limitation, the implied warranties of merchantability and fitness for a particular purpose are given only if specifically required by applicable law. Otherwise, they are specifically excluded. No warranty is made that the software will meet your requirements or will work in combination with any hardware or applications software Products provided by third parties or that any/all defects in the software Products will be corrected.

In no event shall eBike Motor Centre be liable, whether in contract or tort (including negligence) for damages in excess of the purchase price of the Product, or for any indirect, incidental, special or consequential damages of any kind, or loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of, or in connection with, the ability or inability to use the Products, to the full extent these damages may be disclaimed by law.