

## MADD GEAR USA LIMITED WARRANTY

PLEASE KEEP THIS WITH YOUR INVOICE!

### What Does This Warranty Cover?

Madd Gear warrants our products to be free of manufacturing defects or hardware failure for a period of ONE YEAR from the original date of purchase, with the exceptions stated below. This warranty is void if the product is altered or modified in any way. Please retain your original receipt as proof of purchase. THIS WARRANTY STATED HEREIN IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, STATUTORY OR IMPLIED, AND WE EXPRESSLY DISCLAIM ANY AND ALL OTHER WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS, PERFORMANCE OR SUITABILITY FOR A PARTICULAR PURPOSE. This warranty does not cover damage resulting from normal wear and tear, misuse, abuse, improper assembly, alterations, accidents or Acts of God.

Madd Gear is also not liable for incidental or consequential loss or damage due directly or indirectly to the use of this product, regardless of the legal theory asserted, including any claim of breach of warranty hereunder or any other cause, and whether arising in contract or in tort.

### What Will Madd Gear Do?

Madd Gear, at our sole option, will replace parts with similar or upgraded parts as available. We do not guarantee color matches as many of our parts are limited editions that are not always available for replacement. We also cannot guarantee that all parts will be on hand – we may have to order the part from time-to-time, causing a delay. Please know that we will act as quickly as possible.

### How Do You Make A Claim?

1. To make a claim, please fill out the Warranty Claim Form and email to Madd Gear at [USASupport@maddgear.com](mailto:USASupport@maddgear.com), or email the information listed below, or call 855-234-6233:
  - Your full name, mailing address and phone number
  - Description of the problem and part (if it is a brake, please indicate if it has a 1 or 2-bolt assembly)
  - Photo of the broken or defective part
  - A copy of the receipt of purchase
  - Model and lot number of scooter
  - Name of the retailer you purchased the scooter from
2. Upon receipt of this information, you will receive a Claim Number and information regarding how your part(s) will be obtained and shipped – including an estimated timeline.
3. Upon shipment of the part(s), you will receive a tracking number for the shipment.

### General Information

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For all questions, please contact Madd Gear at [USASupport@maddgear.com](mailto:USASupport@maddgear.com).