

Warranty Information

CycleBoard products have been manufactured and tested to the highest quality standards by CycleBoard, LLC. This Limited Warranty offered by CycleBoard covers manufacturers defects in new CycleBoard products for a period of 12 months after the first retail purchase and for a period of 6 months for CycleBoard batteries. CycleBoard will repair or replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. This warranty extends to the original purchaser only and is non-transferable. This warranty does not apply to rental or commercial uses. Only consumers purchasing CycleBoard products from authorized CycleBoard retailers or re-sellers or through CycleBoard directly may obtain coverage under our limited warranty. This warranty does not cover any damage or defects resulting from failure to follow instructions in the owner's manual or warning labels, alterations to the original design, acts of God, accidents, misuse, neglect, abuse, improper assembly, operator error, water damage, alteration of parts, removal of parts, tampering, disassembling, installation of parts not manufactured or sold by CycleBoard or improper follow-up maintenance. CycleBoard explicitly exempts from coverage any damage to CycleBoard products used for jumping, wheelies, stunt riding, racing, extreme riding or any similar activity or events. This limited warranty will be void if the product is ever used in a manner other than for recreation or transportation, or modified in any material way. The CycleBoard is made to be used under fair weather conditions. CycleBoard, LLC is not liable for damages or injuries resulting from riding in the rain, snow, or any harsh weather conditions. The CycleBoard is not a toy and is not made to be used by persons under 18 years of age. Incidental and consequential damages are also not covered. CycleBoard does not cover the cost of international warranty shipping at any time, for any reason. This warranty is expressly limited to the repair or replacement of defective parts with those of equal or greater value at the sole discretion of CycleBoard, LLC. Repair or replacement, as provided by this warranty, is the exclusive remedy of the purchaser. CycleBoard neither assumes nor authorizes any person to create for it any other obligation or liability in connection with this warranty. CycleBoard shall not be liable to purchaser or any other person for any incidental, special or consequential damages, arising out of breath of this warranty or any implied warranty, including without limitation, damages for personal injury, property damage or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products. Some components of CycleBoard are subject to wear and tear due to their function. The rate of wear will depend on care and maintenance and the way CycleBoard products are used. CycleBoard products that are often left in the open may also be subject to increased wear through weathering. This Limited Warranty does not cover normal wear and tear, or any damage, failure or loss caused by improper assembly, maintenance, repair, storage or use of the product. Some of the components below may require maintenance and sooner or later may reach the end of their service life, depending on conditions and intensity of use. Rechargeable battery Tires Brake pads Brake disk Brake cable housing Grips Cables/connectors,wiring Inner tubes Lubricants CycleBoards Lithium battery is guaranteed to have 70% of its original tested capacity at the end of the 6 month battery warranty period. If the battery fails completely during the first 6 months from original date of purchase, and all other warranty requirements of use and care are met, it will be replaced or repaired at no component charge. Lithium batteries require care and some maintenance to maximize life expectancy. Charging the battery while the CycleBoard is exposed to the sun (air temperature above 30 °C) will

shorten its service life. Abusing the battery will void your warranty. Warranty is void in the following cases: if damage is done by power surge if damage is done by use of improper charger if damage is done by improper maintenance or other such misuse if damage is done by normal wear and use if damage is done by water damage if battery is charged below 0°C or above 30°C if battery is not charged every month if battery is consistently drained below 5% capacity In the event that a battery needs to be removed for return shipment to CycleBoard, it is the customer's responsibility to safely remove and send the battery to CycleBoard at its own cost. CycleBoard will pay to return the battery to the customer in the US only. CycleBoard retains the right to repair or replace the battery at its sole discretion. All Lithium batteries must be shipped as Class 9 dangerous goods (HAZMAT) and must be shipped in accordance with all local and international laws. *Lithium batteries sold by CycleBoard cannot be taken on board a passenger aircraft.

Frame The CycleBoard frame is warranted for 12 months from original date of purchase to be free of defects for the original owner. In the event of a warranty claim requiring the frame to be returned to CycleBoard, customer is responsible for removal and shipment to CycleBoard. CycleBoard will pay for parts, in house labor and will also pay for return shipping in the US. *The cost of repairing/replacing custom paint is never included in frame warranty at any time.

Motor The Motor is warranted for 12 months from original date of purchase to be free of defects for the original owner. In the event of a warranty claim requiring the Motor to be returned to CycleBoard, customer is responsible for removal and shipment to CycleBoard. CycleBoard will pay for parts, in house labor and will also pay for return shipping in the US. *Warranty does not cover any claims related to misuse which may include but are not limited to overloading the motor by exceeding the weight limit or water damage.

Electronics The electronic components are warranted for 12 months from original date of purchase to be free of defects for the original owner. In the event of a warranty claim requiring the electronics to be returned to CycleBoard, customer is responsible for removal and shipment to CycleBoard. CycleBoard will pay for parts, in house labor and will also pay for return shipping in the US.

Brakes The brakes are warranted for 12 months from original date of purchase to be free of defects for the original owner. Normal wear of the brake pads, cable and disc are not covered. Warranty claims on components are made in accordance with component manufacturers guidelines. In the event of a warranty claim requiring components to be returned to CycleBoard, customer is responsible for removal and shipment to CycleBoard. CycleBoard will pay for parts, in house labor and will also pay for return shipping in the US.

How to File a Claim? CycleBoard, LLC. will not provide any warranty coverage unless claims are made in compliance with all CycleBoard Warranty Terms and Conditions and proper return procedure is followed. We have the right to reasonably make all warranty

claim decisions. To request warranty service, contact the CycleBoard Customer Service department at support@cycleboard.com and the following information needs to be clearly provided:

The sales receipt or other evidence of the date and place of purchase

Full name, contact details (including telephone number and email address)

Serial number of the CycleBoard (located on the bottom of the frame)

A description of the problem

Images or video evidence of the problem

Delivery of the product or the defective part, postage prepaid and carefully packed in the original packaging and insured, to CycleBoard or an agreed dealer. *CycleBoard reserves the right to inspect any defective components or products to determine whether a repair or replacement is required.

CYCLEBOARD, L.L.C. MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE. IN NO EVENT SHALL CYCLEBOARD, LLC BE LIABLE FOR INCIDENTAL, CONTINGENT, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THIS WARRANTY. SOME STATES OR COUNTRIES DISALLOW CERTAIN DAMAGE EXCLUSIONS; SOME OF THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. Contact Us: CycleBoard, LLC
support@cycleboard.com