

## RETURN & REFUND POLICY

### 1. Right of return and refund

1.1. The Buyer has the right to return the product and request a refund from the date of placing the order until the 14-days period after receiving the product.

1.2. The return period expires 14 days after the day the Buyer receives the product.

1.3. A refund will only be issued in the period specified in clause 1.1. The notification must be sent to [support@delfastbikes.com](mailto:support@delfastbikes.com) with a clear message that the Buyer wants to use his/her return and refund right.

1.4. Products manufactured according to the Buyer`s individual specifications or products that have been made personalized for the Buyer are excluded from the right of return and refund.

1.5. The Company does not offer a right of return and refund to business customers (non-consumers).

1.6. When the Company has accepted the Buyer`s request to return the purchase, the Company will send the Buyer a specific Return Goods Form. The Buyer should fill it and send it back to the Company together with the photo of the speedometer proving that the product was not in use.

### 2. Product refund terms

2.1. The Buyer may request a refund within 7(seven) calendar days from the date of order, and the Company will issue a 100% refund.

2.2. If the refund is requested after 7(seven) calendar days from the date of order and before the shipping date, the Company returns the money to the Buyer in the amount of the payment made minus the minimum initial fees in the amount of 10% of the purchased product cost.

2.3. If the Buyer requests a return after the shipping date and within 14 days after receiving the product, the Company issues the refund to the Buyer in the amount of payment made minus the initial fees in the amount of 20% of the purchased product cost.

2.4. If the Buyer requests a refund before the shipping date, the refund is made within 30 days from the date when the Buyer submitted the Return Goods Form.

2.5. If the Buyer requests a return after the shipping date, the refund is made within 30 days from the product evaluation by the Company.

2.6. The Company issues the refund in the currency of the Company's location (USD), all risks related to the exchange rate differences as well as bank or payment system commissions for the transfer of funds remain on the Buyer's side.

### **3. Return policy**

3.1. The Buyer must send the product back to the Company no later than 14 days after the Buyer has informed the Company about the cancelation of the purchase and requested a refund. During this period, the Buyer should maintain adequate storage conditions of the product and charge the battery, not allowing the charge to drop below 40%.

3.2. Before packaging and sending the product, the Buyer should fully charge (100%) the battery. The product must be packed in the original box and with the actual protection material. The product

should be free from dirt, dust - you may test ride a bike, for example, but if the product has marks, damages, or other indications of use or damage caused by the return shipping, the Company has the right to deduct these costs from the refund. Please make sure the bike is fully protected.

3.3. The Buyer must pay the full shipping costs of returning the product. The Buyer is responsible for the returned product being packaged securely. The Buyer bears the risk of the product from the time of delivery of the product to the Buyer and till the product is returned to the Company.

**Please ensure!** The service you use should cover the value of the goods in the parcel. If not, the Company recommends insuring any return shipment for loss and damages.

3.4. Because of their nature, certain products cannot be returned by standard post. This applies, for example, to the battery. When returning bikes and batteries, the Company recommends using the original packaging, which is customized to avoid damaging these products.

3.5. The product is considered to be returned if the acceptance was confirmed in writing by Company's dealers or representative office.

### **4. Goods return shipment location**

4.1. In case the return and refund are requested, the Buyer should timely deliver the product (electric bike) to the dealer or representative office nominated by the Company.

## **5. The condition of the product when the Buyer returns it**

5.1. The goods must be returned in original packaging with all warranty cards, manuals, and accessories. It is Buyer`s responsibility to ensure that the product is returned to the Company in a safe and secure manner. The Company suggests that Buyer uses a recorded postal/courier service.

5.2. The Buyer is responsible for any diminished value of the product resulting from the handling of the product, except for the handling, which is necessary to establish the nature, characteristics, and functioning of the product. In other words – the Buyer can test the product in the same way as if the Buyer tested it in a physical store, but the Buyer is not entitled to put it into actual use.

5.3. If the product has been tested in excess of what is described above, the Company considers it as a used product, which means that if withdrawing from the purchase, the Buyer can only get part of, or none of, the price refunded, depending on the commercial value of the product.

5.4. The Company recommends returning the product in the original packaging. If the original packaging is missing, it may result in a depreciation of the item value. Specifically, when returning bikes and batteries are in non-original packaging, there is a greater risk that the bike parts will be damaged and/or impaired.

## **6. Goods inspection and evaluation**

6.1 Upon receipt of a returned product within the 7-day period, the Company will inspect the condition of the returned product.

6.2 Based on returned product`s inspection and the evaluation of possible resale value, the Company will calculate any loss of value of the returned product within 7 (seven) days after return. Any such loss of value will be deducted from the refund amount.

6.3 Within the 30-day period after product evaluation, the Company will proceed with a refund.

This Return & Refund policy applies only to the purchases which were made after November 5, 2021. The purchases which were made between September 20, 2020, and November 5, 2021, are governed by the Return Policy №2. The purchases which were made before September 20, 2020, are governed by our Return Policy №1.

**Effective Date:** November 5, 2021