

ETrikers Warranty Policy

Three Year Limited Warranty

Three (3) years from the date of purchase on all structural frame components; Seat post and frame.

One Year Limited Warranty

One (1) Year from the date of purchase, if any part or electronic component of the scooter is found upon examination to be defective in material and/or workmanship, it will be replaced at ETrikers' discretion.

The batteries are warranted by ETrikers for 2 months after the purchase of the Unit.

Labor and service calls are NOT included: The purchaser is responsible for the delivery to the authorized repair facility. Satisfactory proof of purchase is always required for warranty service. Please contact the dealer/company from whom you purchased your ETrikersproduct.

SHIPPING - DOMESTIC: Parts will be provided under warranty at no charge. All warranty items will be shipped via UPS Ground. Shipping fees will be at the expense of the purchaser.

SHIPPING - INTERNATIONAL: Parts will be provided under warranty at no charge, but shipping to any offshore and/or international location will be the responsibility of the purchaser. International and offshore end-users must contact ETrikers directly to initiate the warranty process.

ONE-YEAR WARRANTY EXCEPTIONS

MOTOR: In cases where there is an increase in the operational noise level, the warranty does not apply.

(An increase in operational noise level usually occurs due to excessive strain on the scooter).

SERVICE: Warranty service can be performed by ETrikers or by an authorized service facility. Do not return faulty parts to ETrikers without prior consent. A request for a Return Authorization is required prior to returning items. All transportation costs and shipping damage incurred while submitting units and/or parts for repair or replacement are the responsibility of the original purchaser.

WARRANTY EXCLUSIONS: This warranty is only given to the original purchaser of the Scooter.

This Warranty excludes:

Battery Charger: The charger carries a 30-day warranty.

Consumable items which may need replacing due to normal wear and tear (tires, tubes, belts, bulbs, upholstery and seating, throttle, brakes, motor brushes, fuses, plastic shrouds and footrest covers)

Damaged caused by: battery fluid spillage or leakage, abuse, misuse, accident, negligence, improper operation, excessive loading, maintenance, storage, commercial use, or use other than normal.

Used other than for the purpose of the purchaser's mobility.

Repairs and/or modifications made to any part of the scooter without specific and prior consent from ETrikers.

Labor, service calls, shipping (including warranty claims), and other charges incurred for repair of the product are not approved by ETrikers unless authorized.

Batteries: Batteries carry a limited 30-day warranty which is subject to a stringent wear and tear clause. Any battery faults due to a defect in the original manufacture will normally become obvious within the first two months of use. Any gradual deterioration in performance after this period is normally associated with fair wear and tear, misuse or accidental damage and as such is not covered by the manufacturer's warranty. There is no other express warranty.

Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded