



LIMITED WARRANTY

Luggie Scooter, Inc. DBA FreeRider USA's commercial warranty supplements, but does not replace Federal Acquisition Regulation (FAR) clause 52.212-4 (o) and (p). In addition to the Government Warranty provision, Luggie Scooter, Inc. DBA FreeRider USA offers the following supplements:

Luggie Scooter, Inc. DBA FreeRider USA warrants to the **original owner/user** of each new **LUGGIE or FREERIDER branded** electric scooter or power chair, when purchased directly from an authorized FreeRider USA reseller, to be complete and free from defects in material or workmanship for the period indicated below. **WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR, ALTERATIONS, MODIFICATIONS, MISUSE, NEGLIGENCE OR ABUSE.** Luggie Scooter, Inc. DBA FreeRider USA will determine if a scooter is covered under the limited warranty.

LUGGIE SCOOTERS PURCHASED WITHIN UNITED STATES

3 YEAR LIMITED WARRANTY ON STRUCTURAL FRAME

LUGGIE or FREERIDER branded electric scooter structural frame is warranted for a period of thirty-six (36) months from the date of original purchase by the original owner/user. FreeRider USA will repair or replace to the original purchaser if the structural frame upon examination by an authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

1 YEAR LIMITED WARRANTY ON MOTOR, TRANSAXLE, BRAKE ASSEMBLY AND ELECTRICAL COMPONENTS

LUGGIE or FREERIDER branded motor, transaxle, brake assembly and electrical components are warranted for a period of twelve (12) months from the date of original purchase by the original owner. FreeRider USA will repair or replace to the original purchaser if the motor, transaxle, brake and/or electronics of the scooter upon examination by an Authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

1 YEAR LIMITED WARRANTY ON LITHIUM BATTERY/BATTERIES*

LUGGIE branded electric scooter's new lithium battery is warranted for a period of twelve (12) months from the date of original purchase by the original owner. Luggie Scooter will repair or replace to the original purchaser if the battery and/or batteries of the Luggie scooter upon examination by authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

*Battery/batteries tend to deteriorate in performance and reduce in range due to being left in a discharged state, left in cold conditions for extended periods or worn due to heavy use.

*RECOMMENDATIONS FOR LUGGIE LITHIUM BATTERY:

- Charge your battery when the battery meter indicator is in the red zone (low battery).
- If your Luggie lithium battery will not be used for an extended period, fully charge the battery and disengage from the battery compartment of the Luggie before storage. Battery charge will gradually deplete with time. Please do a refresh charge 2 to 3 weeks when the battery has been stored for an extended period of time. (Remember: Keeping your battery charged will help extend the life of your battery and ensure that the Luggie is ready to go when you are.)

30 DAYS LIMITED WARRANTY ON ALL PLASTIC PARTS & CHASSIS HOOKS

LUGGIE or FREERIDER branded electric scooter's plastic parts (tiller clamp, chassis hooks, trigger, tiller lever, etc.) are warranted for a period of thirty (30) days from the date of original purchase by the original purchaser/owner. FreeRider USA will repair or replace to the original purchaser if the LUGGIE or FREERIDER plastic parts of the scooter upon



examination by an authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

FREERIDER POWER CHAIR & SCOOTER PURCHASED WITHIN UNITED STATES

3 YEAR LIMITED WARRANTY ON STRUCTURAL FRAME

FREERIDER branded electric power wheelchair's structural frame is warranted for a period of sixty (60) months from the date of original purchase by the original owner/user. FreeRider USA will repair or replace to the original purchaser/user if the structural frame upon examination by an authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

1 YEAR LIMITED WARRANTY ON MOTOR, TRANSAXLE, BRAKE ASSEMBLY AND ELECTRICAL COMPONENTS

FREERIDER branded electric power wheelchair's motor, transaxle, brake assembly and electrical components are warranted for a period of twelve (12) months from the date of original purchase by the original owner. FreeRider USA will repair or replace to the original purchaser/user if the motor, transaxle, brake and/or electrical components of the power wheelchair upon examination by authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

6 MONTHS LIMITED WARRANTY ON LEAD ACID BATTERY/BATTERIES*

FREERIDER branded electric power wheelchair's new lead acid battery is warranted for a period of six (6) months from the date of original purchase by the original owner/user. FreeRider USA will repair or replace to the original purchaser/user if the battery and/or batteries of the power wheelchair upon examination by an authorized FreeRider USA's representative to be defective in material and/or workmanship within the warranty period.

*Battery/batteries tend to deteriorate in performance and reduce in range due to being left in a discharged state left in cold conditions for extended periods or worn due to heavy use.

WARRANTY EXCLUSIONS FOR LUGGIE/FREERIDER BRANDED SCOOTERS & POWER WHEELCHAIRS

- Upholstery, seating and armrest.
- Body panels, shroud and cowlings.
- Any damage resulting from unauthorized repair or modification.
- Any damage resulting from natural disaster or Act of God.
- Any damage resulting from abuse, misuse, accident, negligent operation, storage or maintenance.
- Any damage resulting from liquid or moisture corrosion to electronic devices.
- Consumable wear items such as tires, tubes, brake pads and motor brushes.
- Labor, service calls, shipping costs and other charges incurred for repair of the product, unless specifically authorized in advance by FreeRider USA.
- Batteries that are improperly charged stored or maintained according to manufacturer's recommendations.
- Batteries with seals removed.
- LUGGIE/FREERIDER branded limited warranty does **NOT** cover or apply to any LUGGIE/FREERIDER branded scooters or power wheelchairs sold by non- authorized resellers/dealers or retailers.
- LUGGIE/FREERIDER branded limited warranty does **NOT** cover or apply to any replacement, maintenance or accessory parts not sold directly by FreeRider USA to the original retail purchaser/user.



- LUGGIE/FREERIDER branded limited warranty does **NOT** cover or apply to any products used for rental or commercial use.

The warranty effective date is the date of sale from dealer/reseller to purchaser/owner on new units only. This warranty is extended to only the original purchaser/owner, purchased in the U.S.A. from Luggie Scooter Inc. DBA FreeRider USA authorized dealer/reseller. Limited warranty is on parts only. Any parts replaced under warranty will be covered for the remainder of the original warranty. Service rendered and shipping charges for the parts are the responsibility of the customer.

For warranty service, contact FreeRider USA. All product returns whether for service or warranty requires a **RETURN MERCHANDISE AUTHORIZATION (RMA)** number. You may obtain this number by contacting FreeRider USA's customer service. All returns for service, warranty, replacement or refund must be received within 30 calendar days from the date of RMA issue. Shipping and handling fees will apply to all claims made under this warranty and will be charged to the claimant at the time the products are shipped from FreeRider USA's distribution center. Any returns for refund may be subject to a \$30 repackaging fee, unless the return as no fault of the Government, as described in the Buyer's Remorse section below. Products returned without RMA will be shipped back to the returning facility at the returning facility's expense.

Products that are NOT eligible for return for service, warranty, replacement or refund will be sent back to you at your cost and expense if received by us.

The limited warranty is **VOID** in the following instances:

- Any product not purchased from an authorized FreeRider USA's reseller/dealer/retailer.
- Any product without valid, readable serial number, including but not limited to products with missing, damaged, altered or otherwise missing serial number from the controller, motor, transaxle, battery or battery charger.
- If customer (consumer/dealer/reseller/retailer) modifies the product in any respect including but not limited to the use of parts other than the genuine parts.
- If the sticker on the Luggie lithium battery has been removed.
- **If the product is used for rental or commercial purposes the limited warranty is VOID.**

Inspect all LUGGIE/FREERIDER branded products shipped to you thoroughly for damages to the outer packaging and shrink wrapping before signing the bill of lading. Any unreported freight damages at the time of delivery will be the sole responsibility of the receiver. **ANY MANUFACTURER RELATED DAMAGES MUST BE REPORTED TO FREERIDER USA WITHIN 14 BUSINESS DAYS FROM DATE OF RECEIPT FOR CLAIMS TO BE FILED. NO EXCEPTIONS.**

It will be the customer's responsibility to ensure that RMA is returned back to FreeRider USA for service, warranty, replacement or refund. Customers (consumer/retailer/reseller/dealer) will be charged for any unreturned merchandise due back to FreeRider USA. **NO EXCEPTION.** No dealer/reseller/retailer or distributor may extend or modify this warranty in anyway.

BUYER'S REMORSE ON LUGGIE OR FREERIDER BRANDED SCOOTERS & POWER WHEELCHAIRS

You will have 14 business days from date of receipt of the LUGGIE/FREERIDER branded scooter or power wheelchair to request an RMA number to return the product for a full refund excluding shipping and repackaging charge of \$30. To qualify for the refund, you must do the following:



- Contact FreeRider USA customer service at 1-888-957-1888 or info@FreeRiderUSA.com.
- Ask for a Return Merchandise Authorization (RMA) number.
- LUGGIE/FREERIDER branded power scooter/wheelchair must not have been ridden outdoors.
- The product must be returned in its original packaging with the RMA number clearly labeled on at least 2 surfaces of packaging.
- The product returned, **MUST NOT BE USED**. It needs to be in conditions for the LUGGIE/FREERIDER branded scooter or power wheelchair to be sold as new. (THE SCOOTER MUST NOT SHOW ANY SIGNS OF BEING USED IF RETURNING UNDER BUYER'S REMORSE OTHERWISE THE RETURN WILL BE VOID.)

*All conditions listed above must be met in order to qualify for a full refund excluding shipping and repackaging fee. Exception only applies in the case when the return is no fault to the Government, such as incorrect order shipped, damaged goods, etc. In this case, no packaging fee shall apply and shipping shall be reimbursed by Luggie/FREERIDER, but all Buyer's Remorse criteria above must still be met.

WARRANTY/REPAIR/SERVICE/REPLACEMENT PROCEDURES IN 4 EASY STEPS

1. Contact FreeRider USA's service department for technical support assistance to verify the support issue.
2. Obtain RMA number for the product return for warranty, service, replacement or repair.
 - Make sure the product coming back is properly boxed. Any damage caused due to shipping will be the customer's responsibility.
3. Send to FreeRider USA:
 - Please write the obtained RMA number clearly on the outer packaging.
 - Fill out and return the Return Request Form along with your package which can be found on our website: www.FreeRiderUSA.com in the download section. Please provide a brief summary of the reason for the return, including your contact information and RMA number.
 - Upon receipt of your RMA, an authorized FreeRider USA's representative will inspect and assess the return within 72 hours. If the RMA is for repair/service and/or replacement an estimate will be emailed (if email is provided) or faxed at this time along with a credit card authorization form. Upon approval and receipt of payment on the repair/service and/or replacement, your repair/service and/or replacement will be completed within 72 hours.

Warranty/Repair/Service/Replacement to be sent to the following address:

FreeRider USA, Inc.
ATTN: Service Department
8696 Utica Avenue
Rancho Cucamonga, CA 91730
RMA # _____

4. Warranty/ repair/service/replacement is dispatched 72 hours from authorization unless otherwise specified by a FreeRider USA's representative. Upon dispatch, you will be sent the tracking via email if provided.