

WARRANTY

AmericanElectric®

supports its products in time of distress. We understand problems occur, and solutions are required, that is why we offer Premium Warranty for all of our products. Even if you did not buy directly from AmericanElectric the warranty still applies, providing that you purchased the product from an authorized AmericanElectric dealer.

AmericanElectric offers a full 1-year even-trade warranty on defective batteries, a 2-year factory warranty on electrical, controller, and frame, and a 4-year warranty on the motor. We also offer a 30-day manufacturer's warranty on certain parts, such as: pedals, cranks, bulbs, mirrors, alarm system, etc. This warranty is effective the day the product is delivered, and it applies to factory defects and defaults only. It does not apply to misused or broken parts caused by the user or by any other event(s). AmericanElectric will pay for standard shipping service costs on the first warranty shipment only. Customer must pay shipping costs for any additional warranty parts. Original purchase receipt is required.

If any battery should become faulty within the specified warranty period, we will replace the battery free of charge.

Please return defective batteries to AmericanElectric.

AmericanElectric does not pay shipping fees for incoming batteries, however we will pay to ship replacements battery to you.

AmericanElectric does not offer this warranty on our products purchased from second hand sellers, non-authorized AmericanElectric dealers, products purchased used, products purchased via outlet centers, etc. On the other hand, if parts are needed, they are available at retail price at AmericanElectric.

1. **SHIPPING DAMAGE:** Should your item arrive with damage that is a direct result of the assigned shipping carrier's mishandling, AmericanElectric will replace those damaged parts free of charge under warranty, as long as the damage is reported immediately after delivery. (Damage reported after 3 business days, are consider not valid). I the event that the damage is determined to be extensive (digital photos may be required), AmericanElectric may arrange to pick up and replace the item free of charge.
2. **TIRES, TUBES & KICK STANDS:** The warranty does not apply to these items unless they are damaged as a result of shipping.
3. **DURING YOUR WARRANTY PERIOD:** AmericanElectric will replace any defective part free of charge. Shipping fees may apply.

If you have any questions about this warranty please call 305.767.3289
A friendly and knowledgeable representative will respond as soon as possible.

RETURNS / REFUNDS

- Returned items should be in new conditions. Manipulated, modified, scratched, broken, damaged, or useless items are not eligible for a refund.
- A 10% restocking fee will apply to any returned items.
- Customer assumes return shipment costs. AmericanElectric will only pay shipment cost if the return is a result of AmericanElectric's error (you received an incorrect or defective item, etc.)
- For more detailed information, please consult the warranty included in the manual.