



WARRANTY OVERVIEW

Every ECOTRIC electric bicycle comes with a 2-year warranty against manufacturing defects in materials or workmanship on its frame, battery, motor, controller, and display.

This warranty applies only to the original registered owner of the ECOTRIC bicycle and is not transferable.

This limited warranty does not apply to normal wear and tear, malfunctions, or failures due to abuse, neglect, improper repair, improper maintenance, alteration, modification, damage or failure due to accident or other improper use, installation of third party components, parts, or accessories, or any products that have been modified from manufacturer's specifications. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

It is important that you register your new bicycle within 30 days after purchase in order to activate the warranty and provide a record of the serial number of your bike.

TO ACTIVATE YOUR NEW ECOTRIC ELECTRIC BICYCLE WARRANTY, [PLEASE REGISTER YOUR BIKE HERE.](#)

TERMS AND CONDITIONS OF THE WARRANTY

For your reference, please refer to below comprehensive warranty:

1. Frame – are warranted to be free from defects in material or workmanship for entire life. Paint finish is considered consumable and is not part of the warranty.
2. Display, Controller, and Motor Assembly – are warranted to be free from defects in material or workmanship for a period of twenty-four (24) months from purchase.
3. Original Batteries – are warranted to be free from defects in material or workmanship for a period of 24 months from the date of purchase as follows: full replacement during the first 12 months, while replacements needed during months 13-24 are prorated as per [this schedule](#).
4. Replacement Batteries (if provided) – are warranted to be free from defects in material or workmanship for a period of 1 year from delivery.

5. Other Components – are warranted by the individual manufacturers as follows:

- Suspension forks – 12 months
- Wheels – 12 months

Exclusions: The other parts are Normal wear parts which are excluded from this warranty.

If any parts happen to be damaged during shipping, please contact us immediately after shipment arrival. ECOTRIC will send a replacement part at our expense and will work with you to fix the issue.

Please note that for warranty issues, the customer is responsible for the cost of labor to install warranted components, however, we will cover the Shipping costs of warranted parts.

What is Your Return Policy?

At Ecotric, we aim to provide every single customer with the perfect product at the best price, as well as the greatest shopping experience, we offer the industry's first 30-Day At-Home Trial policy.

This allows you to try the bike at home for 30 days and if you are not happy with your new Ecotric bike, you can return it for an exchange or a refund within 30 days after receiving the bike at no cost to you! We even cover the return shipping. There are no hidden fees and no hassles for our customers. Before return, please make sure to contact us to request a Return Authorization number-we have helpful suggestions if you are considering a return due to performance of the item, sizing, or for any other reason. Meanwhile, we promised that all the electric bikes our customers received are brand new, we will never sell any open-box, refurbished or clearance bikes to you, as well as batteries. So please note that all the returned bikes, as well as batteries, are subject to a 10% restocking fee within the 30-day trial period.

Finally, you'll have 30 days to return any accessories purchased on our website. There is no restocking fee but we do ask that you pay for return shipping.

[For complete details, please click here.](#)