



Emojo Warranty and Return Policy

PRODUCT WARRANTY

Returns are only allowed within 7 natural days of receiving the purchased vehicle and only if the manufacturer fail to solve any mechanical or technical problems related to manufacturing defect or severe shipping damages.

If the return claim is valid the customer will receive a refund for the amount of the purchase price minus a repacking and a restocking fee of 25%.

For a claim related to shipping damages the Distributor or the end consumer present pictures of the damaged product at the time of the delivery.

Please request a Return and Exchange and Authorization. (Contact customer support for a REA form).

Once the return and exchange authorization is issued we will email you a RAM number and return instructions.

You must have the REA number when shipping back the returned unit. To make a warranty claim from the end consumer side, the end consumer must always keep handy the vehicle model, date of purchase, registration card and the vehicle serial number as well as information from the Distributor where the vehicle was purchased the vehicle from.

The warranty is limited to the terms listed below:

Frame, Suspension, Motor: 1 year for parts.

3 months for labor

Controller, Charger: 1 year for parts

Battery: Warranty on the battery starts the date of purchase of the vehicle as new. The battery is sealed and cannot be opened or fixed. The battery should not have a

percentage of nominal charge retention of 60% or less. Misuse of the battery, negligence or attempt to open or repair it will void the warranty.

1. General vehicle: The vehicle is backed up by a 1-year main warranty, certain components listed on this chart or consumables may be subject to a different period of coverage or not included in this warranty.

Consumables: Components subject to wear are not covered by the warranty: Tires, inner tubes, brake lines, brake pads, basket, wheel lining tape, light bulbs, LEDs, fuses, etc.

If the warranty is void for any reason the customer shall bear any repair or replacement costs resulting from vehicle misuse, negligence or abuse. Always follow care and preventive maintenance procedures Always keep receipts from any services performed to the vehicle by an authorized distributor or service center.

The warranty will be voided by any of the following circumstances:

- (1) Failure to follow all directions or recommendations listed in the user manual
- (2) Cycling collision, accident or vehicle damage caused by careless parking or storage.
- (3) Acts in violation of laws and regulations.
- (4) Never registered your ebike purchase
- (5) DIY repairs on electronic components.
- (6) Abusive use the vehicle in off-road terrain, mud, snow, water, sand, gravel and water puddles.
- (7) If vehicle is used as rental unit or taxi
- (8) Damages caused by natural disasters such as earthquakes, lightning, fire, flooding and other hazards .
- (9) Rust and/or paint fading caused to heavy exposure to rain, hail, snow or sunlight.
- (10) Overloading beyond recommended capacity .
- (11) Damages caused by nails, needles, broken glass , debris , sharp rocks or other foreign objects .
- (12) If vehicle is used but not limited to stunts, jumping from ramps, stairs or elevated surfaces.
- (13) If vehicle is used in competitions or racing.
- (14) If vehicle has been modified for any purposes on the motor, electrical system, suspension frame, wheels.
- (15) Use of other components not approved by the manufacturer
- (16) Damages resulted from improper transportation

Due to the nature of the product some components must be exclusive from the manufacturer such as but not limited to the battery, motor, main gauge cluster, controllers, Led headlights, brake drums or disc rotors and pads etc. Other components such as tires, tubes, saddle, racks, baskets may be used from market-ready or compatible products previous approval from the retailer or manufacturer.

RETURNS The Return Policy allows the Distributor or end consumer to return the product within 7 days from the date of delivery for a refund or exchange.

A Return and Exchange Authorization must be requested and approved by the Supplier (contact your sales Rep. or customer support for a REA form) Once the Return and Exchange 10 Authorization is issued, the Supplier email you an RAM number and return instructions. You must have the RAM number when shipping back returned electric bike.

Ship-back charge: If the unit was purchased under a free-shipping promotion there will not be refund for shipping fees however, the distributor or end consumer will bear the ship back expenses if the return is unrelated to quality failed to repair in several attempts, severe shipping damages or wrong item but merely for a personal lastminute decision from the buyer.

If the Supplier accepts the return, the Supplier will issue a pre paid shipping slip and schedule a pick up date, the shipping fees result of the return will be deducted from the total refund.

The returned unit must be in like-new condition, include all original packaging, accessories and documentation, any missing components may be deducted from the total refund. Any shipping damage during the ship-back may incur in a deduction from the total refund.

Returned units are subject to a 25% inspection and restocking fee from the original purchase price. Refund will be issued in an average time frame of 2 -3 weeks after we receive, inspect and process the returned unit.