



## **Joulvert Warranty and Return Policy**

### **TERMS OF REPLACEMENTS, REFUNDS, CANCELLATIONS AND WARRANTY:**

Replacements will be issued when a product is delivered and there is a malfunction with the operation which is unable to be resolved by way of replacement parts or advice.

### **REFUNDS & CANCELLATION:**

If you cancel before shipment is out there will be just 3% fee to cover applicable MC/VISA/AMEX charges.

If shipment left warehouse, arrived defective and cannot be fixed by changing a part (frame, motor) we will send a replacement and a shipping slip to return defective item to us for an exchange. There are NO RETURNS for bikes open or used if they can be fixed by changing a part.

Bikes shipped to BM and/or bikes that HAVE BEEN ON THE PLAYA CANNOT BE RETURNED. We apologize in advance for any mishap that can occur during transport but please understand that once the bike have dust on it we can no longer accept a return and will only offer a repair if needed. We do not rent or sell used bikes. We understand that many of you are buying the bike especially for BM but as we sell bikes and not renting them, we can only offer a repair or troubleshoot for bikes opened on the playa.

If the item is fine but you would still like to return it, then we hold a 20% restocking fee + return shipping. The reason we charge restocking fee is because we actually unbox the bike and take the time to check each bike before shipping out, therefore minimizing chances to any factory mishaps. It is the buyers responsibility to return the goods to us, so please ensure you repackage the goods efficiently and take out courier insurance if

returning by courier, any damage during transport back to us will be the customer responsibility .

There are no returns on charger and batteries unless defective on arrival when buying a new bike. Any after sale part that we ship out is being tested for 100% functionality.

**DELIVERY:**

Delivery is usually in 7 working days on all stock items, however, please allow up to 10 working days, we will notify you if the delivery is going to take longer than this.

Assistance can be offered with assembly of any of our products. Most Bikes arrive 90-95% ready to ride with just the need to straighten the handle bars and fit the pedals.

We will accept no liability for incorrect fitting here by our customers.

**DAMAGED GOODS:**

Please check the delivery for damages before signing for the item in good condition. If you do sign as damaged please notify us immediately.

**WARRANTY TERMS:**

We are 100% committed to customer service so therefore we offer a 1 year warranty period, this period can vary from model to model and is stated clearly next to each product, subject to certain conditions, set out below. Feel free to contact with any questions before purchasing.

**WARRANTY DOES NOT COVER:**

Damaged Plastic parts and wear and tear on brake pads, tyres, or damage to any part of the product due to abuse or misuse.

Labour that occurs outside of our facility.

Parts damaged by accidents, neglect, misuse, abuse.

Damage caused by a non-covered part or by any part not purchased from our facility.

Products that have NOT been regularly checked and serviced as highlighted in conditions.

We have the right to determine what damage is due to defective materials and what is due to product abuse or misuse. However the buyer has full rights to use a 3rd party to examine the fault, so therefore not to be made reliant on our individual companies' opinion.

**FAULTS:**

Faults must be reported as soon as reasonably possible by email. We will assess the problem and try to rectify without the need for you to send the product back to us to help save time. We will send out a replacement part, if possible, to be fitted by yourselves with guidance from us. If the problem is found to be due to neglect or not covered under the warranty then we will fix the problem but there will be a cost. You also have full rights to get a 3rd party opinion on whether the fault is covered by the warranty or not, if you do not except our assessment and associated costs.

**CONDITIONS:**

Upon purchase of all products, they must be thoroughly checked to ensure that no nuts or bolts have become loose or dropped out in transit. The same check should be carried out prior to each ride of the product, thus ensuring long-term durability. We advise that all products are ridden with adequate safety clothing ie; helmets etc. Products must be ridden in a responsible manner and must not be abused for the warranty to be valid. These are on-road vehicles and should be ridden with due care and attention for your own safety and that of the public.

**DISCLAIMER STATEMENT:**

Joulvert LLC will take no liability for losses that were not foreseeable to both parties when the contract was formed and for losses that were not caused by any breach on our part. By purchasing our products you have read and agreed to the terms and

conditions set forth here. Nothing in these terms will reduce your rights relating to cancellation, faulty or misdescribed goods.

Joulvert llc and/or its owners and employees are not and will not be responsible nor liable for any bodily/physical damage or injury resulting or connected to our products.

Joulvert LLC will not be liable for any property damage arising or connected to usage of any product sold on our website or site. The client is using the product on his sole responsibly and is required to drive according to all laws and regulations including federal and state laws. It is recommended to always have applicable insurances and coverage in place for rider and third party usage.