



NAKTO WARRANTY

Each NAKTO EBIKE is covered under our manufacturer's **one year warranty for the original owner** against all manufacturing defects. Warranty part will only be shipped within US , if you purchased a ebike and had it then shipped to another country, parts will only be sent to the country in which the bike was originally sent. NAKTO warrants this product, including all individual components against defects in material or workmanship as follows:

NAKTO ELECTRIC BIKES LIMITED 1 YEAR WARRANTY

NAKTO' bicycle components including main parts including: **motor, battery, controller, throttle, and PAS system.**

The are warranted to be free from manufacturer defects in materials and/or workmanship for a 1 year period from the date of original purchase.

WHAT WILL WE DO TO CORRECT PROBLEMS WITH YOUR BIKE?

If a component is deemed to be defective or damaged without user error we will issue a replacement part. **We will assist you in replacing any defective part.** We will replace any parts deemed to have been damaged during shipping. We will provide the owner a

replacement product if the product can not be repaired after a reasonable number of tries as determined by NAKTO EBIKES.

WHAT WILL WE NOT DO?

NAKTO do not replace any part without first seeing photos or video of the damaged part. **We will not offer warranty service to second owners.** We will not replace any part damaged by the user. We will not pay for any third party service or part replacement unless agreed upon prior to the fix. We will not pay for return shipping on any damaged or defective product or component.

NAKTO will not cover any damage that may occur during shipping if the owner sets up their own shipping option or if the bike is shipped using a freight forwarder or similar service.

TERMS OF WARRANTY

This warranty only applies to the original owner of a NAKTO bicycle. This warranty is expressly limited to the replacement of defective parts at the sole discretion of NAKTO. This warranty does not cover any damage or defects resulting from failure to follow instructions in the owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, wear and tear, installation of parts or accessories not originally intended or compatible with the bicycle as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance. Only in extreme cases will an entire replacement bike be issued, in these cases the original bike may have to ship to the NAKTO facility for inspection/repairs before a new bike is sent out. If repairs can be made, a new bike will not always be sent. This warranty does not include consumables or normal wear and tear parts (tires, tubes, brake pads, cables and housing, grips). NAKTO will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts. Shipping damage must be reported to NAKTO within a reasonable amount of time after shipment arrival. In no event shall NAKTO be responsible for any direct, indirect or consequential damages, including without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

CLAIMS

All claims to this warranty must be made through NAKTO. Proof of purchase may be required with any warranty request. Before making a warranty claim, we suggest that you contact our technical support service team at naktoservice@gmail.com as there may be a simple fix for your problem. Valid warranty claims will be processed through NAKTO within one year of initial purchase. Warranty claims may be submitted to naktoservice@gmail.com

SHIPPING DAMAGE CLAIMS

IMMEDIATELY inspect your product(s) for damage. Freight damage claims are extremely time sensitive. We will not accept freight damage claims later than 30 days from receipt of product. Note any damage to your product(s) on the Bill of Lading before you and the driver sign-off on the shipment. Take pictures of any damage that is found, and date the images when possible. Keep all packaging and paperwork until the inspection process is complete. Whenever possible, report damage claims within 10 days of delivery to a NAKTO' customer service representative. Please [contact our Service Department at naktoservice@gmail.com](mailto:naktoservice@gmail.com) for return/replacement instructions.