

JupiterBike Warranty

OUR WARRANTY POLICY

The specific warranty covering your Jupiter Bike bicycle is governed by the law of the state or country in which it was purchased, and applies only to bicycles purchased from Authorized Jupiter Bike Retailers or directly from Jupiter Bike.

1 YEAR MANUFACTURER'S WARRANTY

For JUPITERBIKE Electric Bikes, parts and components, if the product fails in normal use (with no "customer-induced failure" and no customer changes or modifications to the product) within the first year of ownership, then we will repair or replace it (at our option) at no charge to you except for your cost of shipping it to us. International orders must pay shipping, handling, and any import or export related expenses for both directions of the shipment. For most U.S. orders, there are no shipping charges for the shipment of the replacement to the customer on warranted product, if ground shipping is selected.

TERMS OF LIMITED WARRANTY:

This limited warranty is not meant to suggest or imply that the bicycle cannot be broken or will last forever. It does mean that the bicycle is covered subject to the terms of the limited warranty. This limited warranty applies only to the original owner of an Jupiter Bike bicycle and is not transferable to subsequent owners. This limited warranty is void if the bicycle is subjected to abuse, neglect, improper repair, improper maintenance, alteration, modification, an accident or other abnormal, excessive, or improper use. This limited warranty applies only to bicycles purchased in fully assembled and adjusted condition from Authorized Jupiter Bike Retailers or other outlets specifically authorized by Jupiter Bike to distribute Jupiter Bike bicycles. Damage resulting from normal wear and tear, including the results of fatigue, is not covered. Fatigue damage is a symptom of the frame being worn out through normal use. It is one kind of normal wear and tear, and it is the owner's responsibility to inspect his/her bicycle. Damage resulting from improper assembly or maintenance, or from installation of parts and accessories not compatible with the Jupiter Bike bicycle, is not covered. All labor charges for warranty service are the responsibility of the bicycle's owner. In the event that the processing of a warranty claim requires shipping, any such shipping charges are the responsibility of the bicycle's owner. During the duration of this limited warranty, Jupiter Bike will either repair any defective frame or component, or, at our option, replace any defective frame or component with the same or most nearly comparable model or component then available. THIS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. ANY AND ALL OTHER REMEDIES AND DAMAGES THAT MAY OTHERWISE BE APPLICABLE ARE EXCLUDED, INCLUDING, BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES. THIS IS THE ONLY WARRANTY MADE BY Jupiter Bike ON ITS FRAMES AND COMPONENTS, AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ANY WARRANTIES THAT MAY OTHERWISE BE IMPLIED BY LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. This Limited Warranty gives the consumer specific legal rights. The consumer may also have other legal rights which vary from state to state or country to country. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages or warranties, so the above limitations or exclusions may

not apply to you. If it is determined by a court of competent jurisdiction that a certain provision of this limited warranty does not apply, such determination shall not affect any other provision of this limited warranty and all other provisions shall remain in effect.

WARRANTY TERMS SPECIFIC TO E-BIKES

Jupiter Bike warrants that all new electric bicycles ("e-bikes") and main components therein sold by an authorized Jupiter Bike retailer are warranted to the original retail purchaser against manufacturing defects in materials and/or workmanship for all electrical components with the exception of the battery for a period of one (1) year from the date of original retail purchase. The battery included with the new bike is also subject the same warranty as above except it is limited to a period of ninety (90) days from the date of original retail purchase.

This warranty pertains to any of the essential electric bicycle components that are found defective provided that the product was used in a standard and controlled manner, and that it was maintained according to the manufacturer's instructions manual. Essential components include the bicycle frame, electric motor, battery, display, and controller.

Corrosion on electrical components is not covered by the warranty. You should dry the contacts on the battery and other electrical parts to prevent corrosion and oxidizing. Electrical contact cleaner can be used to keep connections clean if needed. In extreme weather (for example, in a community where roads are salted in winter) you can apply battery terminal grease as a preventative.

HOW TO MAKE A WARRANTY CLAIM

If you believe your Jupiter Bike has a warranty issue, your first point of contact should be your Jupiter Bike retailer where you purchased your frame or bike. The place of purchase will facilitate the claim with Jupiter Bike on your behalf. If you purchased directly from Jupiter Bike, please read through the [Warranty](#) information and submit the claim through with the button on that page.

EXCLUSIONS FOR RENTAL, LIVERY, AND FLEET USE

FAQ ABOUT OUR WARRANTY

Q. I am not the original owner as I purchased my Jupiter Bike secondhand. Is my frame covered by warranty?

A. Sorry, no, the warranty coverage only extends to the original buyer.

Q. I crashed and damaged my bike/frame. Is warranty coverage available to me?

A. Sorry, crashes or accidents are not covered by the warranty policy. The warranty only covers defects in manufacturing, not damage from crashes.

Return Policy, Restocking Fee

Returns, Refunds and Restocking Fees. Jupiter Bike believes in the quality of its products and wants you to shop with confidence. Please read the following carefully to understand our returns and restocking fee policy applicable to all components, accessories and ebikes sold by Jupiter Bike.

Returns of New and Unused Items Within 14 Days of Receipt. We allow you to return any item in new and unused condition within 14 days of receipt for a full refund with **no restocking fee**,

less shipping charges. **For all returns, return shipping charges are the responsibility of the recipient, unless we made a shipping error.** We will issue a refund using the same payment method you used originally.

Returns of New and Unused Items Outside the 14-Day Window. If you wish to make a return outside of the 14-day window, then if the item to be returned is in new and unused condition, you may return the item subject to the return shipping charges and a **restocking fee in the amount of twenty percent (20%)** of the purchase price.

Returns of Used Items. Any items returned in a used condition may be returned within 30 days of purchase subject to the return shipping charges and a **restocking fee in the amount of fifty percent (50%)** of the purchase price. Items must be free of any damage. Electric bikes must have less than twenty (20) miles on the odometer.

Return Shipping Costs. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. We recommend using a trackable shipping service and purchasing shipping. We cannot guarantee that we will receive the item you are attempting to return.

Returns Mechanics, COD and Timing. Please contact a member of our customer support team using the "Contact Us" information below in Section 28. We will notify you at the email address on file when we process your return. A return authorization number is required to make a return. Most refunds show up to your payment card or payment account within 72 hours of processing (or on your next paper statement). Jupiter Bike does not accept shipments sent cash on delivery (COD).

No Bike Shop Returns. Please note that each of our partner bike shops sets its own return and exchange policies and procedures. We do not accept returns of items purchased from bike shops. Please contact the place of purchase to discuss their return policy.

Refused Shipments – Flat Fee. If you refuse delivery of an order that you asked us to ship to you, we reserve the right to charge a flat fee of \$75 per ebike to partially cover our shipping costs. We cannot change, intercept, or cancel orders that have already shipped. If you refuse delivery, we will treat your order as a return if it arrives back to us and issue a refund for the purchase price via your original payment method, less \$75.

Battery Returns. Due to return shipping carrier restrictions, battery purchases are non-returnable. High-capacity lithium-ion battery shipping restrictions prohibit consumer's ability to return batteries via shipping carriers.