



Warranty

We have hand-picked, industry leading components that are extremely reliable. If you have any problems, our warranty policy is as follows:

- All components including our store-bought accessories warranty 1 year.
- Battery: 2 years
- All wearing parts are excepted, for example: tires, tubes, brake pads, etc.
- All parts damaged due to personal misuse are excepted, for example: crash, custom build, etc.
- Warranty is valid only in Continental United States only.

Please contact us at info@revibikes.com if you have any questions regarding the warranty or to arrange a warranty repair.

Refund Policy

REVI BIKES Return Policy allows you to return your electric bicycle within 7 days from the date of delivery for a refund or exchange. Please consult the warranty terms for deeper information on when a return is applicable.

Please contact support@revibikes.com or visit [Contact Us](#) when you have a refund request.

Ship-back Charge

If the unit was purchased under a free-shipping promotion there will not be a refund for shipping fees however, the customer will bear the ship back expenses if the return is unrelated to quality, damages or wrong item but merely for a personal and discretionary last-minute decision from the buyer.

If the return is accepted, REVI BIKES will issue a pre-paid shipping slip and schedule a pick up date, the shipping fees result of the return will be deducted from your 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 20% 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.

Shipping

To return your product, you should get in contact with info@civibikes.com first. We will advise return address.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.