

24-MONTH+ LIMITED WARRANTY

By **EUNORAU** on **August 11, 2023**

Welcome to Eunorau Family!

YOU HAVE CHOSEN A BIKE THAT WILL GIVE YOU MANY YEARS OF ENJOYABLE AND WORRY-FREE RIDING. EUNORAU BIKES ARE MADE WITH THE HIGHEST STANDARDS OF QUALITY AND SAFETY, USING ONLY THE BEST AND MOST DURABLE MATERIALS. THAT'S WHY WE OFFER YOU A LONG-LASTING WARRANTY.

TO KEEP YOUR BIKE IN GOOD SHAPE AND PERFORMANCE, WE RECOMMEND THAT YOU TAKE GOOD CARE OF IT AND HAVE IT CHECKED REGULARLY BY A EUNORAU SPECIALIST OR DEALER.

YOU CAN FIND THE PRODUCT MANUALS AT EUNORAU-EBIKE.COM/PAGES/DOWNLOAD

IN THESE MANUALS, YOU WILL FIND SOME IMPORTANT INSTRUCTIONS. PLEASE READ THEM CAREFULLY BEFORE YOU USE YOUR BIKE, FOR YOUR SAFETY AND PEACE OF MIND. WE HOPE YOU HAVE A GREAT TIME ON YOUR BIKE!

SINCERELY,
EUNORAU

3111 S.VALLEY VIEW BLVD, LV, NV 89102
WWW.EUNORAU-EBIKE.COM

Eunorau Bikes, a Nevada corporation ("Eunorau"), offers this Limited Warranty ("Warranty") for the Eunorau electric bicycles ("Product") that are bought in the U.S. or Canada on or after August 1st, 2023. Any bike bought and registered before this period is still subject to the [original limited warranty](#).

Eunorau requires you to register your Product right after the purchase. This will ensure your any after-sale claims to process faster and more accurately.

Eunorau's 24-Month+ Warranty only covers manufacturing defects and does not include usual wear & tear and labor cost.

Eunorau complimentary continues to support the Product after the Warranty as a manufacturer courtesy and may only ask for shipping costs and send replacement parts for free. Eunorau reserves the right the change this term without any confirmation from the customer.

Thank you for choosing Eunorau.

Enjoy the peace of worry-free protection of a 24-month+ Warranty



Frame

10-Year



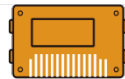
Battery

24-Month



Motor

24-Month



Electrical components

24-Month

Warranty Requirements:

1. Proof of purchase

- a. For retail purchaser, receipt or similar document with the date of purchase and the Product name
- b. For Eunorau official website purchaser, order ID and information check. For other website, more information might be required

2. Product Registration right after the purchase at [Product Registration \(eunorau-ebike.com\)](https://www.eunorau-ebike.com)

3. E-bike check-up by a Eunorau specialist or dealer after the first year of use

4. You are the original purchaser, Warranty does not transfer to another owner

Eunorau 24-Month Warranty Policy

Uncovered Items

Original Eunorau parts & components are covered by a 24-month+ Warranty.

This Limited Warranty does not cover:

1. Ordinary wear and tear are not the result of defects in workmanship or materials. Wear and tear can be assessed by an authorized Eunorau dealer. Parts not typically covered include but are not limited to:
 - Brake Pads
 - Rotors
 - Spokes
 - Handlebar Grips
 - Shifter
 - Brake cables
 - Casings
 - Tires/Tubes
 - Chains
 - Chain Rings
 - Cassettes
 - Transmission gears
 - Parts are compromised due to corrosion due to the elements (moisture, heat, etc).
 - Damage or deterioration of the surface finish, appearance, or aesthetics of the product.
2. Labor charges for part replacement or changeover
3. Defects or damage resulting from accident, abuse, misuse, abnormal use (including but not limited to stunt riding, racing or other similar activities not consistent with the intended use of the products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress
4. Scratches, dents and cosmetic damage not caused by Eunorau
5. The product that has the serial number or the bar code removed, defaced, damaged, altered or made illegible
6. Defects or damage to the products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Eunorau
7. Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions (YouTube Video) & Manual
8. Defects or damage resulting from external causes, such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse or improper use of any electrical source
9. Using a battery charger that is not intended or compatible for use with the Eunorau battery
10. Using a battery charger improperly
11. If any of the seals on the battery are broken or show evidence of tampering
12. If the battery has been used in equipment other than the bike for which it is specified

13. Any free gift or accessories that came with the purchase of the product
Shipping Damage

All shipments require the person to be present and sign off on the package during delivery, any damage you may find before can be used as a reason to decline the package.

Damage to a Product during shipping is not covered by this Warranty. Notwithstanding such limitation, if you find problems right after delivery, notify Eunorau immediately with pictures and/or a video of the product and damaged parts.

Do not use the product and keep everything from the original packaging and reach our after-sale team for further assistance.

10-Year Frame Limited Warranty

Eunorau electric bicycle frames are covered by a 10-Year replacement/repair Warranty for the original purchaser.

This Warranty includes a replacement/repair frame only. Labor charges to changeover parts to replacement frames are not included. Changeover labor must be performed by an authorized Eunorau dealer.

Eunorau reserves the right to use scratch and dent stock when replacing a frame under this Warranty. Frame styles and/or colors not in stock may be replaced with a compatible style and/or color at the discretion of Eunorau

Frame issues that are excluded from this Warranty include but are not limited to:

1. Corrosion
2. Paint fade, scratches, impact marks
3. Impact damage
4. Non-reversible modification (drilling/welding)
5. Chain guard mount to the frame if applicable
6. Any suspension parts

Disclaimer

THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF EUNORAU'S RESPONSIBILITIES AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCTS. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT WILL EUNORAU BE LIABLE FOR DAMAGES OVER THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, EVEN IF EUNORAU HAD REASON TO BELIEVE SUCH DAMAGES WERE POSSIBLE. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED

WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO YOU. EUNORAU MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE, OR SUITABILITY OF ANY THIRD-PARTY EQUIPMENT OR SOFTWARE USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH EQUIPMENT WITH THE PRODUCT. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE, AND SUITABILITY OF ANY SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE.

Nothing in the Assembly Instructions (YouTube Video) & Manual or Product information, instructions, or advertisements is intended to create or be construed as an express Warranty of any kind concerning any Product. No agent, employee, dealer, representative, or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations, or otherwise, on behalf of EUNORAU regarding the Products or this Limited Warranty. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

What is the procedure for resolving disputes?

ALL DISPUTES WITH EUNORAU ARISING IN ANY WAY FROM THIS LIMITED WARRANTY OR THE SALE, VALUE, CONDITION, OR PERFORMANCE OF THE PRODUCTS MUST BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY, WITH THE SOLE EXCEPTION THAT NOTHING IN THIS PROVISION WILL PROHIBIT ANY SUCH DISPUTE FROM BEING RESOLVED AS AN INDIVIDUAL CLAIM IN A SMALL CLAIMS COURT. Any such dispute, whether arbitrated or brought in small claims court, will not be combined or consolidated with a dispute involving any other person's or entity's product or claim, and specifically, without limitation of the foregoing, must not under any circumstances proceed as part of a class action or collective action. It is the express intent of the parties that any disputes will be resolved on an individual basis only, and that the arbitrator will not have the power to award class or collective relief or to determine or order that the dispute should proceed as a class or collective action, whether in arbitration or any other forum or venue. The arbitration will be conducted before a single arbitrator, whose award must not exceed, in form or amount, the relief allowed by the applicable law. The arbitration will be conducted according to the American Arbitration Association ("AAA") rules and procedures applicable to consumer disputes (which currently may be found at www.adr.org) or, if AAA consumer dispute rules and procedures cannot, for whatever reason, be applied, then according to JAMS consumer arbitration rules and procedures or other arbitration rules and procedures appropriate for use in consumer disputes. This arbitration provision is entered under the Federal Arbitration Act, and the substantive laws of the State of Nevada, without reference to its choice of laws principles, will otherwise govern the interpretation of the Limited Warranty and all disputes that are subject to this arbitration provision. The arbitrator will decide all issues of interpretation

and application of this arbitration provision and the Limited Warranty. Judgment may be entered on the arbitrator's final award in any court of competent jurisdiction.

This arbitration provision also applies to claims against EUNORAU'S employees, representatives, and affiliates if any such claim arises from a Product's sale, value, condition, or performance.

The original purchaser may opt out of this dispute resolution procedure by, no later than thirty (30) calendar days from the date of the original purchaser's purchase of the Product, (1) sending a notice by e-mail to info@eunorau-ebike.com, with the subject line:

"Arbitration Opt Out." The opt-out email must include (a) the original purchaser's name and address; (b) the date on which the Product was purchased; (c) the Product model name or model number; and (d) the Product serial number (the Product serial number can be found (i) on the Product box; (ii) for Bikes, on the Bike stamped into the bottom of the frame below the bottom bracket; (iii) for Batteries, on a label on the Battery imprinted below a barcode on a metallic sticker; and/or (iv) for Batteries, engraved onto the metal Battery case) and providing the same information. This is the only form of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way.

Severability.

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

EUNORAU E-MOBILITY USA CORP
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