



## WARRANTY

All components including store-bought MTNBEX accessories warranty 1 year. Battery: 2 years. All wearing parts are excepted. 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.

## REFUND POLICY

MTNBEX Return Policy allows you to return your electric bicycle within 15 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 [info@mtnbex.com](mailto:info@mtnbex.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 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, MTNBEX 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 15% 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@mtnbex.com](mailto:info@mtnbex.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.