

AmericanElectric®

WARRANTY

AmericanElectric®

supports its products in times of distress. We understand problems occur, and solutions are required; that's why we offer AmericanElectric®'s Premium Warranty for all of our products. Even if you did not buy directly from AmericanElectric®, this warranty still applies, provided you purchased the product from an authorized AmericanElectric® dealer.

e-Bikes

AmericanElectric® offers a full 3-year (pro-rated) warranty on defective batteries, a 2-year factory warranty on the Drive-Train (electrical, controller), Lifetime on the Frame and a 10-year warranty on the motor.

Batteries

AmericanElectric® offers a a full 1 year warranty on new batteries

We also offer a 30-day manufacturer's warranty on certain moving parts, such as pedals, cranks, rear storage. This warranty is effective the day the product is delivered, and it applies to factory defects and defaults only. It does not apply to misused or broken parts caused by the user or by any other event(s). AmericanElectric® will pay for standard shipping service costs on the first warranty shipment only. Customer must pay shipping costs for any additional warranty parts. Original purchase receipt required.

If any battery should become faulty within the specified warranty period, we will replace that battery free of charge.

Please return defective batteries to AmericanElectric®.

AmericanElectric® does not pay shipping fees for incoming batteries; however, we will pay to ship replacement batteries to you.

AmericanElectric® does not offer this warranty on products purchased from second hand sellers, non-authorized AmericanElectric® dealers, products purchased used, products purchased via outlet centers, etc. On the other hand, if parts are needed, they are available at the AmericanElectric® site.

1. SHIPPING DAMAGE: Should your item arrive with damage that is a direct result of the assigned shipping carrier's mishandling, AmericanElectric® will replace those damaged parts free of charge under warranty, as long as the damage is reported immediately after delivery. (Damages reported after 3 business day, are consider not valid.) In the event that the damage is determined to be extensive (digital photos may be required), AmericanElectric® may arrange to pick up and replace the item free of charge. Item must be first return before the new/replacement item ships.

2. TIRES, TUBES, & KICK STANDS: The warranty does not apply to these items unless they are damaged as a result of shipping.

3. DURING YOUR WARRANTY PERIOD: AmericanElectric® will replace any defective part

free of charge. Shipping fees may apply.

If you have questions about this warranty,

please call 305. 767. 3289.

A friendly and knowledgeable representative will respond as soon as possible.