

# **MATE.**

## **General Information**

These Terms and Conditions govern the use of MATE.BIKE's store services and website. By visiting our website and/or purchasing products from us, as a consumer or as a business, you ACCEPT and AGREE to be bound by these Terms and Conditions. We reserve the right to update or change any part of these Terms and Conditions at any time and it is your responsibility to check the current version of the Terms and Conditions on this page.

Date of latest update: 09/11/2022

## **Seller Information**

**MATE Ebike UK Ltd.**

**Unit 7 Commonwealth Buildings, Woolwich Church Street**

**London SE18 5NS**

**Company Registration No. 13455560**

If you have any questions about these Terms and Conditions, please contact our customer service team on [supportuk@mate.bike](mailto:supportuk@mate.bike)

## **Ordering and MATE Bike Descriptions**

### **Ordering**

When purchasing products from this website, make sure to check if the product(s) you wish to purchase is in stock. In stock product(s) are typically dispatched within 2 working days unless a different time is stated in the product description. Out of stock product(s), pre-orders, crowdfunding campaigns or any

**other special offer will have a different delivery time(s). An estimated delivery lead time will be clearly stated in the product description.**

**Note that dispatch and delivery dates are not guaranteed and may vary depending on current market conditions and uncertainties in the supply chain that are out of our control. Any relevant changes will be communicated as soon as possible.**

**Prices for bikes include the cost of delivery to mainland UK. Additional costs may apply for offshore deliveries. Prices for accessories are excluding the cost of delivery and will be calculated upon checkout, unless the order total is over £50.**

**Upon checkout, an order confirmation will be sent to the e-mail address provided by you. Please check your order carefully and contact us immediately if anything is incorrect.**

#### **Processing**

**If you choose to purchase a product from our website, you must designate and provide information about preferred payment methods (e.g., credit card, online payment service or any other payment method made available by MATE).**

#### **Bulk ordering**

**If you are interested in quantity purchases of 10 or more, please contact customer service on [supportuk@mate.bike](mailto:supportuk@mate.bike)**

#### **MATE X**

**MATE X 250W is legal in EU, UK, Canada, Norway, and Switzerland and all states in the US. If in doubt, please check your local regulations.**

**MATE X 750W (1000W) is legal in most states in the US. However, in the EU, UK, Canada, Norway, and Switzerland, it is legal when riding on private property (not on public road). If in doubt, please check your local regulations.**

#### **MATE City**

**MATE City 250W is legal in EU, UK, Canada, Norway, and Switzerland and all states in the US. If in doubt, please check your local regulations.**

## **Payment & Delivery**

### **Payment**

**All orders must be paid in full prior to shipment.**

**Coupons cannot be used in conjunction with other coupons.**

### **Delivery**

**A shipping confirmation will be sent to the email address attached to the order once the order has been dispatched. We DO NOT ship to PO BOXES or APO.**

**Delivery is made with a variety of carriers, and delivery times may vary according to availability. MATE.BIKE will not be responsible for any delays resulting from carrier delays or force majeure.**

**Delivery is made within the normal working hours to the curb of the address provided. As a rule, goods are not carried higher than ground level. It is not possible to provide a specific time for delivery, we can however offer an estimated day of arrival. Note that products may ship and arrive separately. We will do our best to keep you informed of the delivery of your order as information becomes available.**

**If delivery is attempted on several occasions and nobody is at home to sign for the item, then the customer will be responsible for any costs incurred for the return and re-dispatch.**

### **Risk of Loss and Damages**

**Once your order has been delivered to you, the risk of loss, or of damage to the product(s) will pass to you. Therefore, it is important that you notify us immediately of any missing or damaged product(s) on delivery.**

**When you receive the delivery, you should check:**

- **If the box contains the correct product(s) as per your order confirmation**

**If the box does not contain the correct product(s) or if a product(s) is missing from the order, you must contact our customer service team immediately at [supportuk@mate.bike](mailto:supportuk@mate.bike). You will need to quote your order confirmation number and include the delivery document, as well as photos of the box label and contents.**

- **If the box has any external damage**

**If there is any damage to the box, it is very important that you i) take photos of the box damage BEFORE opening it, ii) open the box immediately in the presence of the carrier to check if a product(s) is missing or damaged. Only after this should you accept the delivery. If there is no apparent damage or loss to the product(s), accept the delivery ONLY with a verifiable reservation on the delivery receipt from the carrier describing the box damage.**

- **If there is damage to, or loss of, the product(s)**

**If there is damage to the product(s), DO NOT ACCEPT DELIVERY UNLESS YOU MAKE A VERIFIABLE RESERVATION on the delivery receipt from the carrier accurately describing the damage to the box as well as the delivered product(s) and listing any lost product(s). Upon receipt of the damaged product(s), you must contact our customer service team immediately at [supportuk@mate.bike](mailto:supportuk@mate.bike). You will need to quote your order confirmation number and include the delivery document with your reservation as well as identifying photos specific to the damaged box and of the product(s). Damage discovered later, resulting from improper handling during transport, risks being the subject of a dispute as to whether such damage occurred after receipt of the product(s) and hence liability may be difficult to determine.**

**If there is no apparent damage to the product(s) but you still want to return the order you must contact our customer service team immediately at [supportuk@mate.bike](mailto:supportuk@mate.bike). You can also send the product(s) back to MATE.BIKE no later than 14 days after receipt in accordance with the right of withdrawal as stated below.**

## **Withdrawal and Returns**

### **Consumer's right of withdrawal**

**As a consumer you have the right to withdraw from your online purchase within 14 days of receiving your order.**

**The withdrawal period expires 14 days after the day on which you or a third party specified by you, not being the carrier, takes physical possession of the product(s). If you have ordered multiple products in one order but they are delivered individually, the withdrawal period will start counting from the day on which you or a third party specified by you, not being the carrier, take physical possession of the last product(s).**

**If you wish to exercise your right of withdrawal, you must notify MATE.BIKE of your decision to withdraw from your order in an unambiguous statement (e.g., by e-mail to our customer service at [supportuk@mate.bike](mailto:supportuk@mate.bike)). We will promptly acknowledge receipt of such notice of withdrawal.**

**The withdrawal period is respected if you send your notice of withdrawal before the withdrawal period has expired.**

**When exercising the right of withdrawal, both the amount of the product(s) and the delivery cost will be refunded without undue delay and in any event no later than 14 days from the date on which we receive notice of your decision to withdraw from your purchase. We will make such a refund using the same means of payment as you used for the original transaction, unless you have expressly agreed otherwise. In any event, you will not be charged any fees as a result of the refund.**

**You cannot withdraw from or cancel the order by denying receipt of the product(s) or by failing to pick up without also notifying us of your withdrawal. If you deny delivery, the delivery and return cost will be deducted from the refunded amount.**

**You will be responsible for the direct costs of returning the product(s). Products can be returned to any of our stores or can be sent by courier to:**

**MATE BIKE UK**

**Unit 7 Commonwealth Studios**

**Woolwich Church Street**

**London**

**SE18 5NS**

**We may also be able to arrange collection at a cost. Please contact us if this service is required. The typical cost for collecting a bike will be between £50-£150. You will only be liable for any reduction in the value of the product(s) resulting from handling other than that necessary to establish the nature, characteristics and functioning of the product(s).**

**Products Exempted from the Right of Withdrawal**

- **Special orders: any product(s) subject to individual modifications that give the product(s) a unique, unrepeatable character.**
- **Gift cards**

**Dangerous Goods Shipment**

**Due to the nature of certain products, some cannot be returned by normal post. This applies for example to the battery. When returning bicycles and batteries, we recommend using the original packaging which is customised to avoid damaging these products.**

**Procedure for Return**

**Do NOT initiate a return without written acknowledgement from MATE.BIKE. Such returns will be deemed unsuccessful.**

**Prior to returning any product(s), you must contact customer service at supportuk@mate.bike to inform them of your intention of returning the product(s). Once an agreement has been established, you must follow the instructions provided by customer service.**

If MATE.BIKE accepts the product for return, we will refund your (reasonable) delivery costs. The goods must always be returned in proper packaging.

MATE.BIKE do not accept returns on safety equipment, unless the item has been received faulty. Items that are NOT eligible for return include:

- 'Thule Yepp Nexxt' child seat
- Hövding 3.0 Airbag Helmet
- Any 'Abus' Helmets
- Any 'Lumos' Helmets
- Any 'Hedkayse' Helmets

**The Condition of the Returned Product(s)**

You are allowed to test the product(s) in the same way you would in a store (to establish the nature, characteristics and functioning of it) but you are not entitled to put the product(s) in real use. A test ride of up to 2 km is acceptable for the bike(s).

Upon receipt of returned goods, MATE.BIKE will inspect the condition of the returned product(s) based on its possible resale value and will calculate any loss of value to the returned product(s).

If the product(s) value is diminished by the wrongful or excessive testing you will only be entitled to part of, or none of, the price reimbursed, depending on the commercial value of the product(s). Bikes with an ODO reading of over 15km will be deemed as used and this will be reflected in the refund value.

Products must be returned in the original packaging. If returning bike(s) and batteries in non-original packaging, there is an increased risk that the bike parts will be damaged and/or impaired.

MATE.BIKE does not accept packages that are not delivered to our premises (i.e. shipments to central postal offices are not accepted) or packages sent per cash on delivery or similar.

**Defects, Complaint Procedure and Product Changes**

## **Defect in product(s)**

**Subject to the limited warranty section below and any mandatory legal warranty in force in the country or state to which a product is delivered, the provisions of this defect in product(s) section applies to all products purchased from MATE.BIKE's store services and website.**

**If not otherwise specified by law, your rights are restricted to the contents in these provisions. MATE.BIKE makes no other warranties, express or implied.**

**When you purchase product(s) from MATE.BIKE as a consumer, this means that you by law have a 2-year period to complain about defects in the product(s). Such a period starts from the day on which you or a third party specified by you, not being the carrier, takes physical possession of the product(s). You must notify MATE.BIKE customer service at [supportuk@mate.bike](mailto:supportuk@mate.bike) within a reasonable time after the discovery of the defect. If we receive a notification within two (2) months after the defect has been found, the complaint is regarded to be timely.**

**If the complaint is justified, this means that depending on the specific situation, you may be entitled to one of the following remedies: product repair, product replacement, purchase price reduction, or purchase price refund.**

**If MATE.BIKE accepts the product for return, we will refund your (reasonable) delivery costs. The goods must always be returned in proper packaging.**

**When you purchase product(s) from MATE.BIKE as a business, this means that you by law have a 1-year period to complain about defects in the product(s). Such a period starts from the day on which you or a third party specified by you, not being the carrier, takes physical possession of the product(s). Furthermore, you are subject to the commercial duty to examine the product(s) and notify MATE.BIKE customer service at [supportuk@mate.bike](mailto:supportuk@mate.bike) of any defects immediately and otherwise without undue delay if a defect is to be claimed against MATE.BIKE. Notification within five (5) calendar days after delivery is considered to be timely.**



**The defect liability only applies to manufacturing defects in workmanship and materials that were present or where the cause of the defect was present when you received the product(s). Excluded from the liability are all parts subject to normal wear and tear (such as tyres, tubes, spokes, chain, rims, brake pads, etc.).**

**MATE.BIKE is not liable for defects caused after the delivery of the product(s) or for other causes which are not related to the manufacturing process; in particular MATE.BIKE is not liable for loss of the product, for damages caused by misuse of or failure to care for and properly maintain the product(s) in accordance with the owner's manual, nor shall it be liable for other damages caused by misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the bike as sold, operator error, water damage, extreme riding, stunt riding, or improper application of the product.**

**In extreme cases an entire bike may be replaced. In these cases, the original bike may have to be shipped to a MATE.BIKE facility for inspection/repairs before a new bike is sent out. If repairs can be made, a new bike will not be sent but the repaired bike will be returned to you.**

### **Product Changes**

**You may not make any changes to the design or specification of the product(s) unless MATE.BIKE approves of such changes in writing. By doing so without MATE.BIKE permission you may lose the product warranty.**

### **Limited Warranty**

#### **Battery Warranty**

**Batteries purchased as part of a bike are initially covered by the legal warranty implied in the defect in product(s) section above. However, batteries wear out over time, and thus the warranty obligations are limited to the following situations:**

- If, within 12 months from the date of shipment of the battery, under normal conditions of use, the actual capacity of the battery falls below 70% of its nominal capacity
- If, within 24 months from the date of shipment of the battery, under normal conditions of use, the battery has total failure.

The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

#### Limited Warranty for Products

Subject to the following limitations, terms and conditions, the provisions of the defect in product(s) section above applies to product(s) purchased on this website by customers residing outside of the EU. It is emphasised, however, that the limited warranty rights may vary depending on the applicable laws of the country or state to which the product is delivered.

**MATE.BIKE** warrants to the original purchaser of each product, that such product when purchased new, is free of defects in materials and workmanship. It is the responsibility of the owner claiming under this limited warranty to demonstrate that the product has been maintained according to the instructions in the **MATE.BIKE** owner's manual.

**MATE.BIKE** will not replace any part without first seeing photos or videos of the damaged part. We will not offer warranty services to second owners. We will not replace any part damaged by the user. We will not pay for any third-party service, repair or part replacement unless this has been specifically agreed to in writing prior to the service, repair or replacement.

We will not pay for return shipping of any damaged or defective product or component. If **MATE.BIKE** requires the return of any bike or bike part to process your warranty claim, you must pay the cost of the return shipment. **MATE.BIKE** will not cover any damage that may occur during shipping if the owner sets up their own shipping option.

**You must provide the order number, email address or name used at the time of the purchase to prove the warranty date.**

**MATE.BIKE reserves the right to modify this limited warranty at any time, in its sole discretion.**

## **Liability**

**Notwithstanding anything in these Terms and Conditions to the contrary, any timeframe provided by MATE.BIKE is a good faith estimate of the expected delivery date. MATE.BIKE will use commercially reasonable efforts to fill customer's orders within the time stated but in no event shall MATE.BIKE be liable for any damages associated with MATE.BIKE's inability to meet any such timeframes or deadlines.**

**The customer is responsible for safe and legal use of the product(s) supplied to them, including any minimum age limits for the use of electric bikes and ensuring that other persons using the product(s) are capable of doing so safely.**

**The minimum age requirement in the UK to ride an electric bike is 14.**

**MATE.BIKE shall not be liable for damages in the event of death, personal injury, or damages arising from material contractual obligations unless caused directly by MATE.BIKE's gross negligence.**

**In the event of damage that means we have not fulfilled the contract, we take responsibility for typical contractual obligations, such as foreseeable damage. MATE.BIKE shall under no circumstances be liable for incidental or consequential damages or expenses. This includes, but is not limited to, loss of income, profits and third-party claims.**

**The product liability rules remain unchanged.**

## **Force Majeure**

**MATE.BIKE will not be liable to the customer or deemed to be in breach of contract because of any delay or non-performance directly or indirectly due to**

any cause beyond MATE.BIKE's reasonable control including without limitation lack of adequate instructions from the customer, Governmental regulations or requirements, Acts of God, unavailability of materials, work stoppages, strikes, slowdowns, boycotts or other industrial action and in such case may wholly or partially suspend shipment of Goods.

### **Applicable Law**

The entire legal relationship between the customer and MATE.BIKE shall be governed by the laws of England and Wales. The United Nations Convention on Contracts for the International Sale of Goods (CISG) do not apply.

For consumers, this choice of law applies only to the extent that the protection afforded is not nullified by mandatory provisions of the law of the country or state where the consumer has his normal place of residence.

### **MATE Service Plan**

MATE Service Plans are designed to 'refresh' your bike. If your bike or parts thereof are damaged, you will need to complete a warranty case, if possible.

MATE Service Plan are available exclusively at MATE Flagship Stores. Bookings are essential for all MATE Service Plans. Bikes booked in for a MATE Service Plans may not be ready for pick up on the same day due to availability of service parts.

MATE Service Plans exclude freight, additional parts and extra labour. Additional parts that need replacing may come at an additional cost. (E.g. tires, tubes, tire sealant, cables are not included). You will be contacted if there is any change to the cost of the service. Any freight costs incurred obtaining parts to complete your MATE Service Plan or repair will be on-charged to you per item.

Any service required as a result of misuse/abuse, rental/commercial use, racing, stunt riding or jumping, or alteration is not covered by a MATE Service Plan.

MATE reserves the right to refuse service. This may be the case if a bike is modified in a way that, in the opinion of MATE, will make it impossible to perform

**the MATE Service Plan. MATE will then refund the purchase price of the Service Plan.**

**Whether a service or repair is covered under the MATE Service Plan is at the discretion of MATE.**

**For more information and to purchase a MATE Service Plan, please contact our Customer Service Team at [supportuk@mate.bike](mailto:supportuk@mate.bike).**

### **MATE Repair**

**MATE will carry out work(s) to your bike as agreed. We will not undertake any additional work(s) or replace any parts without your consent. MATE accepts no liability for any defects arising with the bike as a result of not having the work(s) undertaken.**

**Contact our customer service team to either book a repair at our Copenhagen flagship store, or to assist with determining if your repair at your local bike store can be reimbursed. Bookings at our Copenhagen flagship store are essential for all MATE repairs as we have limited space available per day. The estimated time scale that we provide you with are estimates only. Time for completion of this work will not be of the essence. Payment in full is required on completion of any work undertaken to your bike and MATE reserves the right to retain your bike until you have paid in full.**

**You must collect your bike within 5 days of MATE notifying you that it is available.**

**Any personal items left on the bike are left at your own risk and MATE accepts no liability for any loss or damage to these items. We recommend you remove any such items prior to dropping off your bike.**

**Nothing in these terms and conditions is intended to limit any of your statutory rights or in any way exclude or limit our liability to you for any death or personal injury resulting from our negligence.**

**MATE reserves the right to refuse repair. This may be the case if a bike is modified in a way that, in the opinion of MATE, will make it impossible to perform the repair in a satisfactory manner.**

**It is essential to keep your receipt for the repair completed at your local bike store. This is necessary for any future issues and for potential compensation. The receipt should include the date of the work(s) and a description of what was repaired on the item. It is also necessary for you to keep your receipt if the repair was undertaken at an official MATE repair partner and must be approved by customer service prior to undertaking the repair.**

### **Promotional Terms and Conditions**

**By making use of a promotion, you ACCEPT and AGREE to be bound by these Promotional Terms and Conditions in addition to our general Terms and Conditions.**

**Only one promotional discount code can be used per order. A promotional discount code may not be used in conjunction with other promotional discounts except where specified.**

**All promotions are subject to availability and while stocks last. We reserve the right to end the promotion at any time.**

**No alternative (cash or otherwise) to the promotion is available.**

**We shall not be liable for any financial loss arising out of the refusal, cancellation or withdrawal of any promotion or any failure or inability of a customer to take advantage of a promotion for any reason.**

**Any personal data collected by us will be used solely for the purpose of administering this promotion in accordance with our Privacy Policy.**

**MOUS X MATE Promotion**

**Buy any MATE bike and get a free IntraLock™ Bike Mount when you buy the Evolution cycle – Essentials, which also includes the IntraLock™ Phone Case (“MOUS x MATE Promotion”)**

**The MOUS X MATE Promotion comprises of one (1) IntraLock™ Bike Mount in total when you buy the Evolution cycle – Essentials, which also includes the IntraLock™ Phone Case.**

**The MOUS X MATE Promotion is made available when you purchase any MATE X or MATE City purchase during the Promotional Period.**

**We will email you an exclusive discount code that you can use at checkout on the Promotional Platform (<https://eu.mous.co/>) to claim your MOUS X MATE Promotion. The free IntraLock™ Bike Mount is auto added at checkout when you buy the Evolution cycle – Essentials Kit, which also includes the IntraLock™ Phone Case.**

**Promotional Period: 12:00 pm, Friday 14th October 2022 to 00:01 am, Sunday 1st January 2023.**

**Promotional Platform: <https://eu.mous.co/products/evolution-cycle-essentials-kit>**

**Promoters: MATE.BIKE INTERNATIONAL ApS and Mous Products Ltd.**

**The MOUS X MATE Promotion is governed by the above terms and conditions.**

### **Mobile Terms of Service**

**The MATE SMS/text messaging service (the "Service") is operated by MATE EBIKE UK LTD. Your use of the Service or by otherwise providing your phone number to us constitutes your agreement to these terms and conditions (“Mobile Terms”), as well as MATE’s Terms and Conditions and Privacy Policy, which are incorporated herein by reference and can be viewed at the links provided [here](#). For purposes of these Mobile Terms, “MATE”, “we,” or “us” shall mean MATE EBIKE UK LTD. and any of its subsidiaries. We may modify or cancel the Service or any of its features without notice. To the extent permitted by applicable law, we may also modify these Mobile Terms at any time and your continued use of the**

**Service following the effective date of any such changes shall constitute your acceptance of such changes.**

**By consenting to MATE SMS/text messaging service, you agree to receive recurring SMS/text messages from and on behalf of MATE through your wireless provider to the mobile number you provided, even if your mobile number is registered on any state or federal Do Not Call list. Text messages may be sent using an automatic telephone dialing system or other technology. Service-related messages may include updates, alerts, and information (e.g. order updates, account alerts, etc.). Promotional messages may include promotions, special offers, and other marketing offers (e.g. abandoned cart reminders). You can expect to receive a maximum of 3-7 messages per month from MATE.**

**You understand that you do not have to sign up for this Service in order to make any purchases, and your consent is not a condition of any purchase with MATE. Your participation in this Service is completely voluntary.**

**We do not charge for the Service, but you are responsible for all charges and fees associated with text messaging imposed by your wireless provider. Message frequency varies. Message and data rates may apply. Check your mobile plan and contact your wireless provider for details. You are solely responsible for all charges related to SMS/text messages, including charges from your wireless provider.**

**You may opt-out of the Service at any time. Text the single keyword command STOP to the number sending the message or click the unsubscribe link (where available) as indicated in the text message to cancel. You'll receive a one-time opt-out confirmation text message. No further messages will be sent to your mobile device, unless initiated by you. If you have subscribed to other MATE SMS/text messaging services and wish to cancel, except where applicable law requires otherwise, you will need to opt out separately from those programs.**

**For Service support or assistance, text HELP to the number sending the message or contact MATE customer service at [supportuk@mate.bike](mailto:supportuk@mate.bike).**



**We may change any short code or telephone number we use to operate the Service at any time and will notify you of these changes. You acknowledge that any messages, including any STOP or HELP requests, you send to a short code or telephone number we have changed may not be received and we will not be responsible for honoring requests made in such messages.**

**Not all mobile devices or handsets may be supported and our messages may not be deliverable in all areas. MATE, its service providers and our wireless carriers supported by the Service are not liable for delayed or undelivered messages. You agree to provide us with a valid mobile number. You warrant that you are 18 years of age or older and that you are the current subscriber or authorized user of the mobile number you have provided. If you get a new mobile number, you will need to sign up for the program with your new number and cancel the subscription of your old number by notifying MATE customer service at [supportuk@mate.bike](mailto:supportuk@mate.bike).**

**To the extent permitted by applicable law, you agree that we will not be liable for failed, delayed, or misdirected delivery of any information sent through the Service, any errors in such information, and/or any action you may or may not take in reliance on the information or Service.**

**We respect your right to privacy. To see how we collect and use your personal information, please see our [Privacy Policy](#).**

## **MATE SUV Reservation Terms and Conditions**

**By purchasing a Reservation, you ACCEPT and AGREE to be bound by these Reservation Terms and Conditions, which also incorporates our General Terms and Conditions and our Privacy Policy (collectively “Reservation T&Cs”). In the event of any conflict between our General Terms and Conditions and these Reservation T&Cs, these Reservation T&Cs prevail.**

**The Reservation gives you the right to purchase one MATE SUV when launched for the then current retail price less the Reservation Fee and any applicable Reservation Discount (“your MATE SUV”). The Reservation T&Cs are not an agreement to purchase a MATE SUV, nor does it constitute a purchase or order of a MATE SUV.**

**Reservation Eligibility.** By agreeing to these Reservation T&Cs, you represent and warrant to us that you are at least 18 years of age and a resident of the European Union or UK. If you are reserving a bike on behalf of a company, organization or entity (an “Entity”) located in the European Union or UK, you represent and warrant that you have the authority to bind that Entity to these Reservation T&Cs, and such Entity agrees to be bound by these Reservation T&Cs.

**Reservation Fee.** To reserve your right to purchase a MATE SUV you pay a Reservation Fee of €/£ 49 / DKK 400 / NOK 500 / SEK 500 by completing a preliminary gift card order on our website store. Gift cards are valid for a period of 12 months from the date of purchase. Gift cards cannot be redeemed after the expiry date.

**Reservation Discount.** To acknowledge your support of MATE and the MATE SUV project, we will offer you a percentage (%) discount on the initial retail price of your MATE SUV. Different discounts may apply depending on the time of your Reservation purchase. The discount relevant to your Reservation will be the discount shown on our website at the time of your Reservation purchase. In addition to the discount you may receive other perks as displayed on our website at the time of your Reservation purchase.

**Reservation Product Purchase.** When your MATE SUV becomes available in production, we will invite you to complete the order for your MATE SUV. The invitation will entail the date from when you can purchase your MATE SUV, an instruction on how to purchase your MATE SUV and a purchase code that will be valid for two (2) months. If you do not purchase your MATE SUV within the provided period of time you will lose your spot in the queue and the related benefits to do so at a later time. When completing the order of your MATE SUV, you will need to choose your preferred MATE SUV configuration based on features and options available at that time. You can confirm availability on the website.

**Reservation Cancellation.** Each Reservation fee is refundable subject to a ten percent (10%) processing fee in the event you cancel your Reservation at any time prior to completing the order for your MATE SUV.

**MATE reserves the right to cancel a Reservation if we believe it has been made for the purpose of resale, or if we determine that you are acting in bad faith. Further, MATE may cancel at any time, for any reason or no reason, by sending notice to you. In those cases, we will refund you the full amount. Any unforeseen circumstances or changes in import rules may result in MATE having to cancel orders to certain countries.**

**You will receive the refund within 60 days of the cancellation.**

**Reservation Product. You understand that MATE may not have completed the development of or begun manufacturing the MATE SUV at the time you purchase a Reservation and so the final design, technical specifications and price of your MATE SUV may change between the time you purchase a Reservation and the time you are invited to complete the order for your MATE SUV.**

**You understand that a Reservation does not provide any guarantee as to when your MATE SUV will be delivered. The delivery date will also be dependent on your MATE SUV's configuration and manufacturing availability. We will keep you informed at all times on the status of your reservation.**

**Please note that our Reservation T&Cs may change from time to time.**

**Limitation of Liability. We are not liable for any incidental, special or consequential damages arising out of this Agreement. Your sole and exclusive remedy under this Agreement will be limited to reimbursement of your Reservation fee.**