



[www.pureups.com](http://www.pureups.com)

**866-259-5068**

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## **Warranty- Medical Scooters**

### **Models Included**

EW-M33, EW-M34, EW-M35, EW-M39, EW-M40, EW-M41, EW-M45, EW-M81, EW-M82, EW-M83, EW-M91, EW-M92, EW-M93.

### **Three Year Limited Warranty**

Three (3) years from the date of purchase on all structural frame components, seat post and frame.

### **One Year Limited Warranty**

One (1) Year from the date of purchase, if any part or electronic component of the scooter is found upon examination to be defective in material and/or workmanship, it will be replaced at Ewheels discretion.

### **Six Month Warranty**

Six (6) Months from the date of purchase on the batteries and charger. Batteries are subject to a stringent wear and tear clause. Any battery faults due to a manufacturing defect will become obvious within the first two months of use. Any gradual deterioration in performance after this period is normal and associated with fair wear and tear, misuse or accidental damage and as such is not covered by the manufacturer's warranty.

## **WARRANTY EXCEPTIONS AND EXCLUSIONS**

### **Service and Labor Costs**

Unless previously authorized, service calls and labor costs are NOT included or covered under any warranty. The purchaser is responsible for the delivery to the authorized repair facility. Satisfactory proof of purchase is always required for warranty service. Please contact Ewheels directly for any assistance in locating a service provider or to make a warranty claim.

### **Consumable Items**

Consumable items which may need replacing due to normal wear and tear like tires, tubes, lights, chains, upholstery and seating, brakes and brake pads, cables, fuses, buttons, shrouds and covers.

### **Damage, Accidental Damage and Misuse**

Damage caused by: battery fluid spillage or leakage, abuse, misuse, accident, negligence, improper operation, excessive loading, maintenance, storage, acts of God, commercial use, or use other than normal, extreme riding, modifications and alterations.

### **Second Hand Owners and Reselling**

No warranty will be offered or honored for second hand owners. The warranty is exclusively offered to the original purchaser.

## **HOW TO MAKE A WARRANTY CLAIM**

### **Initiating A Warranty Claim**

To initiate a warranty claim, please contact Ewheels service department by calling 888-571-2845, or by email at "Service@ewheelsdealers.com". Note that before any warranty claims will be fulfilled, satisfactory proof of purchase will be required, and a photo or video of the damaged part must be sent and reviewed by Ewheels.

### **Returning Faulty Parts**

Do not return faulty parts to Ewheels without prior consent. A request for a return authorization is required prior to returning items. All transportation costs and shipping damage incurred while submitting units and/or parts for repair or replacement are the responsibility of the original purchaser.

## **SHIPPING DAMAGE AND SHIPPING POLICIES**

### **Shipping Damage**

In the event shipping damage occurs, it must be reported and addressed in a timely manner. Shipping damage claims are time sensitive and cannot be delayed. In the event the packaging is extremely damaged and the bike is beyond repair, please refuse the shipment, and contact Ewheels for further steps.

### **Shipping – Domestic**

When applicable, part costs will be covered under warranty, and all warranty items will be shipped via FedEx Ground. Shipping fees will be at the expense of the purchaser.

### **Shipping – International**

When applicable, parts will be provided under warranty at no charge, but shipping to any offshore and/or international location will be the responsibility of the original purchaser. International and offshore end-users must contact Ewheels directly to initiate the warranty process.

*\*Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded\**

If you have any questions please feel free to check our website at [www.pureups.com](http://www.pureups.com) or email us at [contactus@pureups.com](mailto:contactus@pureups.com) or call us at 866-259-5068