



**HIGH PERFORMANCE ETRANSPORT SPECIALISTS**

**Warranty Information Sheet**

EnviroRides warrants all eScooters and eBikes against defects in materials and workmanship for up to two years (subject to model) from the date of delivery. EnviroRides does not warrant against normal wear and tear, nor damage caused by accident or abuse. The warranty is automatically registered and started from the date of delivery. EnviroRides can only honour warranty claims if you can provide proof of purchase, as well as proof of fault or issue. If you submit a valid claim under this warranty, EnviroRides will either repair, if the part/item can be repaired, replace if the part/item can be replaced or refund if the above options are not available. Warranty benefits are in addition to rights provided under local consumer laws.

**Who is covered?**

The original purchaser who purchased the product from our website or alternative sales channel. Proof of purchase is required. We strongly recommend contacting us before attempting any repairs. Due to the technical nature of eScooters and eBikes its best to have it serviced and repaired by an EnviroRides Technical Expert. Please also ensure you read the manual packaged with the product before using your eScooter or eBike to avoid voiding your warranty. Alternatively, please contact our EnviroRides Customer Services for any questions.

**What is covered?**

EnviroRides offers up to 2 years warranty (subject to model) which covers defective components to the frame, motor, controller unit, and battery. All wearing parts, small parts and screws are excluded from this warranty. All warranty claims must be supported by a proof of purchase and apply only to the original purchaser of the product. The warranty is not transferrable. Please see a full breakdown for each product below.

**Electric Scooters**

<b>Carry Commuter Scooter</b> Motor   6 Months Frame   6 Months Controller Unit   6 Months Battery   6 Months	<b>Commuter Scooter</b> Motor   6 Months Frame   6 Months Controller Unit   6 Months Battery   6 Months	<b>G2 Pro eScooter</b> Motor   1 Year Frame   1 Year Controller Unit   1 Year Battery   6 Months
<b>P1+ eScooter</b> Motor   2 Years Frame   2 Years Controller Units   2 Years Battery   1 Year	<b>V1+ eScooter</b> Motor   2 Years Frame   2 Years Controller Units   2 Years Battery   1 Year	<b>R1+ eScooter</b> Motor   2 Years Frame   2 Years Controller Units   2 Years Battery   1 Year
<b>EVR Pro Off Road eScooter</b> Motor   2 Years Frame   2 Years Controller Units   2 Years Battery   1 Year	<b>G2 Pro Max eScooter</b> Motor   2 Years Frame   2 Years Controller Units   2 Years Battery   1 Year	

## Electric Bikes

G1+ eBike Motor   6 Months Frame   2 Years Controller Units   6 Months Battery   6 Months	Pule Pro eBikes Motor   6 Months Frame   2 Years Controller Units   6 Months Battery   6 Months	Ezi Stow eBike Motor   6 Months Frame   2 Years Controller Units   6 Months Battery   6 Months
Ezi Stow Pro eBike Motor   6 Months Frame   2 Years Controller Units   6 Months Battery   6 Months	Endurance Pro eBike Motor   6 Months Frame   2 Years Controller Units   6 Months Battery   6 Months	

### What is not covered?

Second-hand product (excluding EnviroRides Ex-Demo Range), modified or altered product, poorly maintained product (left outside). **Normal wear & tear on tyres e.g., punctures, brake discs, horn, light etc., any water damage, failure or loss caused by accident, misuse, neglect, theft, excessive load, transport damage, cosmetic issues** such as fading or scratches or any other cause not arising from defects in material or workmanship. In cases where failure is due to wear and tear or lack of maintenance, we do offer costed repair & servicing. Please email [services@enviroides.co.uk](mailto:services@enviroides.co.uk) for any repair queries along with your order number.

### Exchanges (If applicable)

We only replace items if they are defective or damaged and cannot be repaired.

### eScooters and eBikes up to 12 Months Old:

EnviroRides will cover all repair costs including the inbound delivery charge if they are covered by the conditions of the warranty \*see above. EnviroRides does not cover the return delivery cost for warranty work.

### eScooters and eBikes 12 Months to 24 Months Old:

EnviroRides to cover cost of inward freight charges to our Ashford, Kent EnviroRides Depot for a diagnostic test. Any repairs which are covered by the warranty conditions above will be undertaken free of charge. Customer to cover return freight charges.

### eScooters and eBikes 24 Months to 36 Months Old:

All repairs and parts to be chargeable. Customer will be liable for both the inward and return freight charges. Where the eScooter is not repairable or spare parts are not available and the model is no longer stocked by EnviroRides we reserve the right to offer a part exchange for a different model eScooter from our range. The value of this part exchange to be at the discretion of EnviroRides and will be determined by the condition of the original scooter and the nature of the issue. If failure is due to water ingress or misuse, EnviroRides will not offer a part exchanges.

# EnviroRides 30 Day Return Policy

If you change your mind after buying from us and want a refund, you have up to 30 days to let us know, and another 7 days to return the goods to us. The goods must have not exceeded 5km on the odometer (all odometers are logged before dispatched).

***Please note: the 30 days return period is to allow you to examine the goods as you would in a shop. To obtain a full refund, the goods must be returned in an “as new” condition with all components included in their original packaging. “As new” condition is defined as unriden (less than 5km logged on the items odometer.) Returned in full original packaging.***

**EnviroRides does not cover the replacement packaging if original packaging has been disposed of.**

To initiate a return, you will need to contact us via our [help@envirorides.co.uk](mailto:help@envirorides.co.uk) email address, or complete an **EnviroRides Returns and Refunds Form**.

Please include your order number and the reason for your return, photographs, video footage and documentation in your correspondence. Our EnviroRides Technical Team will assess the item and check whether we can accept the items return.

Once your goods are received back at EnviroRides, they will be assessed by our technicians. Any missing parts or damage resulting in a reduction in the retail value of the products will result in an equivalent deduction in your refund amount. Please see the information below as an indication of the refund you will receive – but please note the loss in value caused by any excessive use or handling of the product will always be assessed on a case-by-case basis.

## **Fee For Items Not Returned**

- **Charger: £44.99**
- **Toolkit: £14.99**
- **Phone Holder: £12.99**
- **User Manual: £3.99**
- **Lights: £28.99 ea.**
- **A £1 surcharge will be added to any returns over 5km up to a maximum of 30km depending on items condition. Items which have exceeded this travel distance may not be accepted.**

**If original packaging is disposed of, a replacement must be purchased for £24.99 plus shipping. However not all returns without the original packaging will be accepted.**