

FIIDO Limited Warranty Policy

Warranty and Guarantee

All FIIDO ebikes (the "ebikes"), and their individual Covered Components (as defined herein), are protected against all manufacturing defects in material or workmanship for one (1) year after receipt of the ebike by the customer (the "Warranty Period"). This Limited Warranty is only applicable to United States, Canada and European Union ebike purchases and in accordance with the following terms:

Only the original owner of an ebike purchased from O2Bikes online is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the ebike and shall end immediately upon the earlier of the end of the Warranty Period any sale or transfer of the ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.

The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component").

The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

In the event O2BIKES determines a Covered Component is defective, O2Bikes will, as your sole and exclusive remedy and in O2BIKES's sole discretion: (a) repair the defective Covered Component or free of charge with new or refurbished parts; or (b) replace the defective Covered Component with a new Covered Component.

The warranty period for bicycle is as follows. If the customer finds damage not caused by wear and tear within the warranty period, we will send the replacement parts free of charge.

After warranty period, the customer has to pay replacement parts and shipping fees. The bike which we sell are factory new regular products, all parts are the same as the original parts.

This Limited Warranty Does Not Cover:

- Normal wear and tear of any Covered Component.
- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain and spokes).
- Any damage or defects to Covered Components resulting from failure to follow instructions in the ebike owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
- For the avoidance of doubt, O2Bikes will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.
- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.
- Any products sold by O2Bikes that is not an ebike.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN E-BIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF O2BIKES.

Shipping Damage:

Damage to a Covered Component during shipping is not covered by this Limited Warranty, but O2BIKES will replace such damaged Covered Components if you:

Notify O2BIKES of a Covered Component damaged in the shipping process within thirty (14) days of your receipt of the ebike;

Provide O2BIKES with a dated picture of the damaged Covered Component;

Return all original packaging and paperwork included with the ebike at your sole cost, unless O2BIKES agrees writing to pay your shipping costs; and

Note any immediately recognizable damage on the shipper's Bill of Lading prior to signing off on the shipment

Shipping damage claims are very time sensitive and it is your responsibility to immediately inspect the ebike for damage upon receipt.

If you choose to set up your own independent shipping method, such as use of a freight forwarder or other similar service, O2BIKES will not replace any Covered Components damaged during such shipping method.

Credit Card Chargebacks:

If any ebike purchase becomes subject to a credit card chargeback in any amount, and you are still in possession of the ebike, then this Limited Warranty shall be invalidated until the credit card chargeback has been resolved.

CLAIMS PROCESS:

O2BIKES WILL NOT REPLACE ANY COVERED COMPONENT UNDER THIS LIMITED WARRANTY WITHOUT FIRST SEEING PHOTOS OR VIDEO OF THE DAMAGED COVERED COMPONENT.

In order to exercise your right to receive a replacement for a Covered Component under this Limited Warranty, you must:

Contact the O2Bikes Technical Support team by email at service@O2Bikes.com. The Technical Support team will initially work with you on the problem with your ebike to identify potential simple fixes.

If the Technical Support team determines that a Covered Component must be replaced, they will provide you with a set of instructions for returning the defective Covered Component and receiving the replacement.

After you receive the replacement Covered Component, the Technical Support team will also help in determining how to replace or install the new Covered Component into your ebike.

You will be responsible for shipping costs associated with returning a Covered Component, unless O2BIKES agrees in writing to pay for such shipping costs. Replacement Covered Components under this Limited Warranty shall only be shipped to the address of the original purchaser.

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND O2BIKES'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE E-BIKE, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM PROVINCE TO PROVINCE.

TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LAW O2BIKES DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE FOR THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Warranty coverage

Main parts:

Parts Name	Warranty Period	Example Problems	Notes
Suspension Fork HandleBar	1 Year	1. Natural sealing off. 2. Fracture key parts crack. 3. Fork fracture.	Any damages caused by misuse are not covered under the limited warranty
Motor	1 Year	1. Internal gear break. 2. Bearing broken. 3. The wheel hub shell cracking. 4. Coil burned. 5. Magnets off. 6. clamping stagnation or have serious noise, not the normal operation	Any damages caused by misuse are not covered under the limited warranty
Charger	1 Year	Not be charged	Problems occurring after unauthorized modification will not be covered
Controller	1 Year	1. Short circuit or open circuit. 2. Burnout. 3. Coaster related protection function failure.	Problems occurring after unauthorized modification will not be covered
Battery	1 Year	Not working	Problems occurring after unauthorized modification will not be covered

Display	1 Year	Not working, no display	Problems occurring after unauthorized modification will not be covered
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Frame	1 Year	Rust, damage	Problems occurring after unauthorized modification will not be covered
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Basic parts:

Parts Name	Warranty Period	Example Problems	Notes
Switch	1 year	Not working	
Crank	1 year	Not working	
Expansion Brake	1 year	Not working	Any damages caused by misuse are not covered under the limited warranty
Throttle	1 year	Not working	
Front and Middle Axle	1 year	Quality problem	
Rim. Hub	1 year	Bending, breaking	