

WARRANTY



Before delivery to the customer, Hikobike e-bikes are checked to the BS EN 14764 standard for defective materials and construction defects by a qualified bicycle mechanic. The warranty is only applicable to the first owner of the e-bike. The rights are not transferable.

Warranty Periods

The warranty period is effective from the date of delivery to the customer.

Part	Warranty Period	
Components	1 year	Third party component warranty conditions for the relevant manufacturer also apply. The warranty does not apply to parts that are susceptible to wear and tear, such as tyres, chains, brakes, cables, cassettes, derailleur except if they are assembly or material defects.
Motor, battery and other electronic equipment	2 years	
Frame	5 years	

Invalidating the Warranty

This warranty will be invalidated in any of the following circumstances:

- The e-bike has been subject to damage due to use in competitions, jumping, downhill, or trials.
- The e-bike has been ridden in places unsuited to electric bicycles, including rivers, streams, sea or any water deeper than a few inches, on sand or beaches, or any other place clearly unsuited to an e-bike.
- The e-bike has been involved in an accident.
- The e-bike has been operated in a careless or reckless fashion.
- The e-bike has been modified with non-original parts or altered from its original settings.
- The e-bike has been used for rental or any other commercial purposes.

Hikobike has the ultimate decision whether to accept a warranty claim and the option of repair, replacement or reimbursement.

Warranty work should only be carried out by authorised Hikobike agents and does not cover the any transport costs.

Hikobike accept no liability for damage to the e-bike or parts that have arisen from: incorrect tuning of moving parts; the improper use of the e-bike; and the improper maintenance of the e-bike. This includes damage as a result of untimely replacement of parts which suffer wear and tear.

Acceptance of any warranty claim does not imply an acceptance of any liability for any damages. This warranty is in addition to the customer's standard legal rights in the UK.

CONTACT

United Kingdom www.hikobike.co.uk

Email: hello@hikobike.co.uk

New Zealand www.hikobike.co.nz