

Warranty

1. We will endeavour to process all warranty claims in a timely manner. The warranty will encompass all defective products – in regard to both the material and the workmanship, stemming from your ordinary use of the product.
2. In order to make a Warranty Claim, you will be required to complete our Claim Form, we kindly ask that you provide a detailed description as to why and how the product is defective, along with any accompanying photos. This will enable our team to accurately and efficiently assess your claim and contact you accordingly regarding its outcome.
3. If the e-scooter has been damaged or broken due to the manner that it has been driven, operated, stored, et cetera, unfortunately, warranty will not be applicable. Bana Industries strongly condemns reckless driving and illegal use of its e-scooters.
4. Warranty will be void where an e-scooter has been damaged due to the weight limit of the e-scooter not being complied with. Our e-scooters can only maintain a maximum weight of 120kg.
5. Furthermore, warranty will not cover water damages, however, we are able to repair or replace parts at a discounted price where possible. Bana Industries reserves the right not to exchange, replace or repair any product.
6. Warranty must be claimed within the first 24 months of purchasing the product, with the option to extend; Bana industries may replace or repair your product outside of this timeframe at your own cost.