

OXFO 2-Year Limited Warranty

All OXFO bikes are covered under our 2-year Limited Warranty for the owner against all manufacturing defects.

Period and Terms

The warranty would be registered automatically when the initial purchase has been made. In addition, the warranty is under the INITIAL PURCHASER and the 2-year warranty will be started once you receive the e-bike. As for the warranty transfer, the e-bike transferee can only enjoy the warranty when the following two conditions are met at the same time:

- The 2-year package hasn't expired since the initial owner has received it.
- You have the initial purchaser's name & the initial order number.

Covered Parts

OXFO will replace any part that is deemed to be defective or damaged (including damage incurred during shipment) without user error. The warranty covers the listed parts and follows the terms below:

Frame

OXFO e-bike's frame is covered by a replacement warranty for 10 years. This warranty includes a replacement frame only. Frame styles and/or colors not in stock may be replaced with a compatible style and/or color at the discretion of OXFO.

Batteries

OXFO batteries are covered by a replacement warranty for 1 years. During 1 years of service, a defective battery will be replaced at no cost to the customer. The warranty period for a replaced battery is automatically extended by six months based on the original purchase date. Batteries can be assessed and found defective directly by OXFO

only. (Notice: Please always keep battery in full charge conditions. When the bike storage over 3 months, please charge the battery regular to maintain battery health. Any defects caused users errors, like not charging the battery after use and leave the battery draining when not using will not cover by warranties.)

Other Parts

Original OXFO parts below are covered by a 1-year limited warranty.

- Saddle
- Rim
- Wheel hub
- Motor
- Battery
- Charger
- Crankset
- Pedals
- Carbon belt
- Lights
- Forks
- Handlebar
- Seatpost

Not Covered by Limited Warranty

- Ordinary wear and tear not resulting from defects in workmanship or materials. Wear and tear must be assessed by OXFO. Parts typically not covered include:
 - Brake system
 - Spokes
 - Tires
 - Locks and paddles
- Labor charges for part replacement.
- Defects or damage resulting from accident, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the product), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electromechanical stress.
- Scratches, dents, and cosmetic damage not caused by OXFO.

- Product that has the serial number or the bar code removed, defaced, damaged, altered, or made illegible.
- Defects or damage to the products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by OXFO with the product.
- Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from OXFO's assembly instructions & user manuals.
- Defects or damage resulting from external causes, such as collision, fire, flooding, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source.

Claims Process

Warranty Claims

- If you believe there's something wrong with your e-bike or any parts of it, please fill out the Service Form or contact care@oxfobike.com for warranty claims. Proofs of purchase and photos/videos of the damaged product are required with a warranty claim, and will be inspected by OXFO technicians. Before making a claim, we suggest you read FAQs first since there may be a simple fix.
- OXFO shall not be liable for costs, damages or repairs incurred as a result of e-bike parts purchased from an unauthorized dealer.

Incompleteness & Shipping Damage Claims

In rare instances, the item received may:

- have missing parts or accessories
- be different from what was ordered
- be damaged during transportation

If any of the above situation occurs, please read our Return Policy for your reference.

Disclaimer

1. This warranty policy only applies for OXFO 's official sales regions.
2. OXFO reserves the interpretation right for all warranty terms above.