

WARRANTY POLICY AND DESCRIPTION

Dear users:

Thank you for choosing Dyu , in order to serve you better, after purchasing the product, please fill out and save this sales unit stamped warranty card, using together with the purchase invoice as the certificate of product after-sale service .
(Please keep the product outside box for some time, in case of the product have quality problems, need to return, you can use the original product packaging sending it back)

| | | | |
|------------------|-----------------------------|-------------------|-----------------------------|
| User name | | Phone | |
| User Address | | | |
| Product Model | | Product Number | |
| Date of Purchase | | Purchase channels | |
| Purchase Address | | | |
| After-sale phone | +86-755-21006876 / 21006832 | Website | www.dyu.vip / www.fwheel.cc |

1. “ Three guarantees ” time limit and scope of spare and accessory parts

| Part type | Part name | “Three guarantees” time limit | “Three guarantees” fault category |
|-------------------------------|--|-------------------------------|---|
| Moped body part | Frame | Frame 36 months | Natural open welding, sealing-off, fracture and other problems |
| | Front fork | Front fork 36 months | Natural open welding, sealing-off, fracture and other problems |
| | Handle | Handle 12 months | Natural open welding, sealing-off, fracture and other problems |
| | Standpipe | 12 months | Natural open welding, sealing-off, fracture and other problems |
| | Flywheel | 6 months | Performance fault |
| Electric appliance part | Charger | 6 months | Performance fault |
| | Controller | 12 months | Performance fault |
| | Motor | 12 months | Performance fault |
| | Battery | 12 months | Batter capacity reduces greater, capacity is less than 60% of the original factory capacity |
| | Speed adjustment handle | 3 months | Speed adjustment is failure, display is bad |
| | Brake handle | 3 months | No power off function |
| | Assist | 3 months | No induction function |
| Vulnerable part | Plastic parts, brake rubber-block , brake line, pedal, standard part, chain, rim, spoke, tube and tire and other vulnerable parts not listed | | Not in the scope of “Three guarantees” |

2. Including in following any one case will not covered under warranty columns when users using it:

- Exceed three packs of validity;
- Due to natural disasters or force majeure (fire, earthquake, lightning, etc.) cause damage ;
- Since the product does not meet the requirements of environmental cause damage ;
- Failure to use the product manual requires to use, maintenance, custody, maintenance and cause damage;
- Due to unauthorized disassemble, make alterations and other human factors cause damage;
- During the transport, handling or riding cause damage by human factors;
- Unable to provide valid proof of purchase and warranty card;
- Non-product quality problems caused damage;
- As this product is used commercially, is not always guaranteed.

3. Parts prices and fees please go to Dyu/F-wheel official website for detailed advice

4. Return Policy

| Classification | Deadline | Type of Changing or Refunding | Detailed description | Start date |
|----------------|----------|---|---|-------------------------------|
| Sales Return | 7days | State law functionality or product quality problems | Confirmed by F-wheel company authorized service provider detection, and issue a test report to ensure the problem belongs the quality problem of goods. | From the date of user receipt |
| Replacement | 15days | State law functionality or product quality problems | Confirmed by F-wheel company authorized service provider detection, and issue a test report to ensure the problem belongs the quality problem of goods. | From the date of user receipt |

If not within the scope of the warranty and can be serviced, the company offers a paid service, the final interpretation of the contents of this service owned by the Company.