

# FREEDOM CYCLE COMPANY WARRANTY

## ➤ 12 MONTH WARRANTY

All Freedom bikes are covered under our manufacturer's 12-month warranty for the original owner against all manufacturing defects. (***Accessories are not covered by warranty***)

## ➤ REPLACEMENT PROCEDURE:

Freedom will replace any component that is deemed to be defective or damaged without user error.

### ◆ Claims

All claims to this warranty must be made through Freedom Cycle Co. and submitted to [info@freedomcyclecompany.com](mailto:info@freedomcyclecompany.com). Proof of purchase and photos or videos of the damaged product are required with any warranty request. Before making a warranty claim, we suggest that you contact us at 260-508-0993, as there may be a simple fix for your problem. Valid warranty claims will be processed through Freedom Cycle Company within 12 months of initial purchase. Labor is not included in the warranty.

Freedom Cycle Company will not replace any part without first seeing photos or video of the damaged product. Customer needs to provide us with evidence by email.

### ◆ Shipping Damage Claims

In rare instances, the item received may be damaged during transportation. If shipping damage occurs, please contact [info@freedomcyclecompany.com](mailto:info@freedomcyclecompany.com) and provide us with photos or video proof.

NOTICE: We will not accept Shipping Damage Claims later than 7 days from receipt of products.

## ➤ FRAME WARRANTY

Freedom Bike frames are covered by a replacement warranty for 12 months.

This warranty includes a replacement frame only. Labor charges to change over parts to replacement frame are not included.

**X Frame issues that are excluded from this warranty include but are not limited to:**

1. Corrosion
2. Paint fade, scratches, impact marks
3. Impact damage
4. Non-reversible modification (drilling/welding)
5. Chain guard mount to the frame if applicable

## ➤ BATTERIES

- Freedom batteries are covered by a 12-month prorated warranty.
- During 12 months of service – A defective battery will be repaired or replaced at no cost to the customer. The warranty period for a repaired or replaced battery remains unchanged based on original purchase date.
- No cash reimbursement will be made.
- Batteries can be assessed and found defective only by Freedom Cycle Company.

## **X THIS LIMITED WARRANTY DOES NOT COVER:**

- 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 Products), 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, unless caused by Freedom Cycle Company.
- Product that has the serial number or the bar code removed, defaced, damaged, altered or made illegible;
- Ordinary wear and tear;
- Defects or damage to the Products caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Freedom with the Products;
- Defects or damage caused by assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions & Owner's Manual;
- 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;
- Products used or purchased outside the United States.
- In addition, with respect to the Battery, this Limited Warranty does not cover defects or damage; caused by charging by a battery charger not intended or appropriate for use with the Battery, or the improper use of a battery charger;
- Where any of the seals on the Battery are broken or show evidence of tampering;
- Where the Battery has been used in equipment other than the Bike for which it is specified;
- The corresponding issues on battery and e-bike will not be covered by the warranty after using a battery that is not specific to your e-bike model. We don't recommend using a battery of any other brand on your Freedom e-bike, although the output voltage of the other brand's battery may also be 48V, the battery protection system may not be the same, there may be incompatible situations leading to damage to our motors and displays.

## ► PARTS & COMPONENTS

Original Freedom parts & components are covered by a 12-month limited warranty.(When all the spare parts for warranty are sent to the customer, the customer needs to bear the freight.)

**X THIS LIMITED WARRANTY DOES NOT COVER:**

1. Ordinary wear and tear, not the result of defects in workmanship or materials. Wear and tear can be assessed by Freedom Cycle Co. Parts not typically covered include, but are not limited to:

1.1 Brake Pads

1.2 Rotors

1.3 Spokes

1.4 Tires/Tubes

1.5 Chains

1.6 Chain Rings

1.7 Cassettes

1.8 Crank set

1.9 Parts compromised due to corrosion due to the elements (moisture, heat, etc.).

1.10 Damage or deterioration of the surface finish, appearance, or aesthetics of the product.

2. Labor charges for part replacement or changeover.

3. 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 Products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical, or electromechanical stress.

4. Scratches, dents and cosmetic damage not caused by Freedom Cycle Co.

5. Product that has the serial number or the bar code removed, defaced, damaged, altered or made illegible.

6. Defects or damage to the Products caused using accessories, products, or ancillary/peripheral equipment not furnished or approved by Freedom Cycle Co. with the Products.

7. Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment in a manner that varies from Assembly Instructions & Owner's Manual.

8. 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.