

Warranty Terms & Conditions

Thank you for choosing a **eelo** bicycle. Your bicycle is the product of eelo's extensive testing and continuous striving for superior reliability, safety, and performance.

You can maintain maximum protection under these warranty terms by ensuring your bicycle is serviced in accordance with the recommendations in the owner's manual.

Please keep records of all maintenance carried out by your bike mechanic and please ensure you take note of all the service records, repair or warranty work that is undertaken on your bicycle.

All new **eelo** bicycles are covered by a 1-year unlimited mileage warranty for the main frame against manufacturer defects, commencing from the date of sale. Other parts on your bicycle (crank arms, brake calipers, mudguards, battery, bike computer, light etc.) are not covered by the warranty.

Please ensure that you keep your sales invoice in a safe place for future reference.

Within these warranty periods, **eelo** warrants the new bicycle to be free from any defect in materials used in the manufacture, and/or workmanship at the time of its manufacture.

- Any part found to be defective during this period will be repaired or replaced by the factory;
- Any part replaced under the warranty terms will be covered for the remaining period of the warranty of the bike;
- Any parts replaced under warranty must be returned to **eelo** by the distributor and will become the property of **eelo**;
- **eelo** may, at its discretion, make repairs or replacement of defective parts falling outside the warranty period, but such work shall not be deemed to be any admission of liability
- **eelo** will bear the labour charges for work carried out under warranty;
- The warranty may be transferred to subsequent owners for the balance of the remaining period, but only if all service maintenance records are transferred to the new owner;

Conditions and Exclusions:

1. The first service should be carried out after approximately 100 miles/160 kilometres. This service, is useful to discover problems which only reveal themselves with some use, and to ensure the long-term smooth operation of the bicycle.
2. Routine replacements: components on the bike that will need to be replaced under routine maintenance and service of the bike. These guidelines must be followed, particularly taking into account the mileage that the bike covers, as this will affect the function of many components e.g. brake cables, chain, sprockets etc. The mileage and usage will also affect the expected life of aluminium components, which should be replaced every 2000 miles of use (or sooner if particularly hard/heavy use) and do not, therefore, come within the warranty terms for the bike, detailed above.



3. The bike must not have been used for unauthorised competition, misused*, inadequately maintained, or incorrectly serviced or maintained.
4. The bike must not have been subject to any modification, repair or replacement other than as authorised by **eelo**.
5. Defects caused by the use of parts and accessories not authorised by **eelo** are not covered by this warranty.
6. The warranty does not cover the cost of removal and replacement of parts and accessories, unless supplied as original equipment, or recommended by **eelo** .
7. Components which are expected to wear as part of their normal function, such as tyres, bulbs, chains, sprockets, brake pads etc. are excluded from the terms of this warranty, unless there is a manufacturing defect in the part.
8. Other items excluded from warranty are the saddle, luggage, paint, chrome, polished aluminium items, or decal where deterioration has been caused by normal wear and tear, exposure or lack of correct maintenance.
9. Any battery supplied with the bicycle is excluded from warranty, save for any leak that is present at the time of delivery.
10. The warranty does not cover bikes used on a commercial basis, e.g. by couriers or despatch riders, etc.
11. The warranty does not cover defects which have not been reported within ten days of discovery of the defect.
12. Your bicycle will require more frequent servicing if operated in severe climates or conditions, such as a marine environment or heavily salt-treated roads; in deep snow (above half axle height); in very dusty/sandy terrain. Such environments will potentially cause premature failure of finishes to the frame and components, and such deterioration is excluded from these warranty terms.

eelo has taken great care in the selection of materials, plating and painting techniques so as to provide its customers with a quality cosmetic appearance allied to durability.

However, where your bicycle is often used in hostile environmental conditions such as those indicated, it is essential that the bicycle is washed, dried and that lost lubrication is replaced to ensure your bike remains in the best condition.

Ultimately, the appearance of your bicycle will very much depend on the care it receives.



13. Should a warranty claim become necessary, **eelo** shall not be liable for the cost of transportation of the bicycle to the factory, or for expenses incurred while the bicycle is off the road, including costs associated with loss of use, inconvenience, lost time, commercial losses or other incidental or consequential damages.

This warranty shall be interpreted in accordance with English law and any question arising from this warranty shall be subject to the jurisdiction of the English courts.

Any statement, condition, representation, description or warranty otherwise contained in any catalogue, advertisement or other publication shall not be construed as enlarging, varying or overriding anything contained herein.

eelo reserves the right to make alterations or improvements, without notification, to any model or machine, without obligation to do so to bicycles already sold.

This warranty does not affect your statutory rights.

* Misuse includes any use not in accordance with the recommendations made in the owner's manual, and any use contrary to the warnings given in that same handbook. In addition, misuse will include, but not be limited to, any use of the bicycle which does not constitute normal road use, as your **eelo** is intended for use on roads and well-made paths. It is not designed for cross country riding, which can overstress the frame and for which the tyres and wheels are unsuitable.

