

Warranty Terms & Conditions

eelo eBikes come with a 1-year warranty covering the frame against manufacturer defects, commencing from the date of sale.

Other parts on your bicycle, including motor, battery, electronic components including electronic cabling, LCD display, lights and all non-wearing mechanical parts are covered with a 1 year manufacturer warranty.

*To access the full 1-year warranty, as above, you must register your bike on our website within 30 days of delivery.

WHAT IS NOT INCLUDED IN THE WARRANTY?

Warranty claims will not be upheld if any damage or defects are caused by abnormal use, lack of maintenance, accidental damage, prolonged exposure to moisture or liquid, such as the following:

- Damage caused by incorrect maintenance.
- External factors such as shocks, lightning storms, current surges, short circuit, etc.
- Damage caused by excess exposure to the elements (e.g rust caused by not storing bike indoors).
- Modification of electrical components or any modifications (e.g additions not included when purchased).
- Any adjustments or alterations to the controller program and/or settings.
- Paint, varnish and bike graphics.
- Wearing parts such as tyres, brake pads, brake cables, handlebar grips, freewheels etc.
- If you need to return the bike, please contact us and we will happily arrange its collection on your behalf for an arranged charge.
- Any worked carried out, outside of the warranty will be charged at £35p/h

WARRANTIES ARE NON-TRANSFERABLE. THE WARRANTY COULD BE VOID IF MAINTENANCE GUIDELINES IN THE MANUAL ARE NOT FOLLOWED.

