

Limited Warranty

Please make sure that you understand our Warranty Policy and read it carefully!

In the USA, E-Ridz electric bicycles are sold with a warranty against defects in materials or workmanship for the following periods:

1. Chassis (the shiny aluminum frame): 1 years
2. Batteries: 6 months
3. All other parts/components : 1 Year

If you have any questions regarding the warranty, please be sure to contact us and we can and will help take care of your needs. You should not accept a damaged package from the shipping carrier. If your item was damaged in shipping, the issue can easily be resolved by the shipping carrier. If you have any questions unanswered by the Warranty Information or the shipping carrier, please email us at: Ebike411@yahoo.com

We are confident that you will feel happy with your electric bicycle purchase as most of our customers have felt. We have found that most issues with electric bicycle operation can easily be resolved by contacting us and are as simple as starting methods and basic operation. We have trained technicians who are available to help you to troubleshoot situations as they arise either by email or even by phone when necessary.

Obligations of Original Owner:

You must retain your original, dated purchase receipt or invoice as proof of purchase, and present a copy upon request, before warranty services will be performed. You are responsible for reading the owner's manual and following all recommended operational and maintenance guidelines. (Warranty extended to original owner only)

The parts warranty covers:

Replacement of defective batteries, engine parts and metal frame. It **does not cover** cosmetic damage, damage that occurs during shipping (it's covered by shipping insurance), improper assembly or maintenance, flat tires or normal wear and tear to parts like your tires or brake pads. It also does not cover damage due to accident, misuse/abuse or neglect. Warranty does not cover user negligence, error or recklessness. This warranty is effective only if the product is used under normal conditions for its intended purpose and the product receives all necessary maintenance and adjustments. We reserve the right to determine what damage is due to defective materials and what is due to product abuse or misuse. We shall not be responsible for any losses to the customer as a result of the failure of any part, including incidental or consequential loss or damage arising from injury, loss of use, loss of time, rental vehicles, loss of profits, or loss of income. There are no agreements or warranties, expressed or implied including warranties of merchantability or fitness for a particular purpose, other than those stated in this agreement. This warranty extends only to the original customer and is non-transferable.

Some folks like to tinker with their electric vehicles, but please leave the performance-tuning to us. In addition to being potentially hazardous to your health, modifying your E-Ridz electric bicycle or attempting to perform maintenance beyond that advised in the owner's manual may void your warranty. Technical support is available via phone or e-mail from our professional experts.

How it works:

If a covered part breaks while the electric bicycle is under warranty, you must contact us to obtain a Return Merchandise Authorization number. A customer service representative will give you the address of our customer service center and instructions on how to ship us the broken part. You must pay for the shipment of the broken part to our service center via UPS or FedEx. When we receive the broken part, we will ship you a replacement part free of charge.

*Warranty is Void if

- Electric bicycle is used in any way it is not intended. This electric bicycle is designed for use only by adults on smooth, dry surfaces. It is not intended for jumping, racing, running over curbs, or carrying more than one passenger or any unsafe activities.
- Electric bicycle is altered in any way.
- If passenger stands anywhere but on the platform or sits anywhere but the seat provided.
- All bolts and screws are not tightened periodically or after each use.

Finally, the law regards E-Ridz electric bicycle differently state by state, and sometimes even town by town. We'll do our best to help you find out the current traffic and registration laws for your state, but ultimately YOU are responsible for learning and obeying your local laws. This warranty doesn't cover anything related to the legal registration or use of your E-Ridz electric bicycle on a public road. So ride safe, smart, and ticket-free.