

Five Star Global Resources Australia Pty Ltd.

255 Fullarton Road, Eastwood, SA 5063 CAN No: 639172802

AUSTRALIA

Tel: 1300 226 226

email: fivestarglobalresources.au@gmail.com

Product Warranty 2020

As the supplier of Aussie electric bikes, we warrant against possible manufacturing defects providing the following conditions are satisfied:

Warranty on all AUSSIE electric bikes & All Terrain Vehicles (ATVs);

1 Year full replacement warranty only

2 Year Warranty on all parts, mechanical and electrical parts.

2 Year Warranty on the battery.

**Note: For off road models, warranty is 1 Year on all parts, electrical parts, motor and battery pack.

Warranty Does Not Cover or Apply to the following;

When the vehicle is used negligently or results in damage due to traffic accident.

Top Speed is not covered under warranty, if your electric bike does not reach estimated top speeds, this is not covered under warranty.

If your electric bike does not reach the factory estimated distance advertised, and can vary depending on how you use the electric bike and the total weight carried, this is not covered under warranty.

All batteries will and do lose capacity over time, capacity loss is not covered under warranty. (If the battery unit is used incorrectly or seal tampered with, this will void your battery warranty). Others that is not covered under warranty for battery are; If you have not charged your battery regularly, left your battery sitting unused for over more then 3 month, If you damaged your charger or battery by incorrect use.

When your battery starts to lose capacity and runs for less distance, this is not covered under warranty.

Damage due to normal wear and tear and maintenance. Parts that are not covered under warranty under normal wear and tear include; tires, tubes, brakes, brake pads, derailleur and gear adjustments, tightening on all nuts, spokes, bottom bracket, chain and general adjustments. Rust and corrosion on bike are not covered under warranty. (Please have your bike service regularly by a bicycle mechanic)

Delivery

We will deliver any purchased product within 50Km from the CBD free of charge.

Refund Policy

Under the Australian consumer law, the customer is only entitled to a refund or replacement for a major problem with a product covered by consumer guarantees.

As we are offering a 12 months full replacement warranty, there shall be no refund.



Any modifications to the bicycle and components and electrical components will void your warranty.

Damage due to external causes will not be covered under warranty.

Any minor scratches, marks or imperfections will not be covered.

Any use of the bicycle as or for hire or used for commercial will void the warranty.

AUSSIE electric bikes will only provide the spare replacement parts only under warranty period and not the above. Parts will be replaced or by similar if original parts are not available. Repairs that have not been approved by AUSSIE electric bikes will not be covered.

Original defective parts that are sent to our AUSSIE electric bikes' nominated service centre's for assessment will be replaced by the same or similar part.

Warranty and Repair Claim

For all AUSSIE electric bikes product that needs repair and is covered under the Warranty Conditions period, you the customer will need to produce the proof of purchase document as warranty. Warranty cover is only valid to the original purchaser and not transferable to any or another customers. Please contact us for a warranty claim form which must be submitted if the product is purchased online. For all warranty claims purchased via our AUSSIE electric bikes dealers, please contact them direct. Warranty is not covered by other AUSSIE electric bikes dealer, only from the original store you purchased your bike from.

If you placed your order online, phone, or directly from AUSSIE electric bikess, your warranty is only covered by AUSSIE electric bikess direct, and not any of our dealers. The cost of sending and return of your AUSSIE electric bikes to any of our dealer/service center is at the customers expense.

Other Repairs

All AUSSIE electric bikes repairs not under warranty can also be repaired at our service centre's at the customers cost.

AUSSIE electric bikes carry all spare parts on all our current and past models. Should you wish to purchase any AUSSIE electric bikes parts, please contact your nearest AUSSIE electric bikes' dealer or email us directly at [**fivestarglobalresources.au@gmail.com**](mailto:fivestarglobalresources.au@gmail.com)

