



E-Balance Bike Warranty Policy

1. Warranty Coverage

1.1 Electrical Components – 1 Year

All electrical components of the E-Balance Bike are covered for a period of **one (1) year** from the date of purchase.

Coverage applies only where faults arise from defects in materials or workmanship and where there is **no evidence of misuse, neglect, or damage beyond general wear and tear.**

1.2 Frame – 5 Years

The bike frame is covered for **five (5) years** from the date of purchase.

This warranty applies to structural integrity only and excludes damage resulting from crashes, improper use, or wear and tear consistent with normal riding.

2. Warranty Start Date

Warranty coverage begins on the **original date of purchase.**

A valid **proof of purchase** (receipt, invoice, or order confirmation) must be provided for all warranty claims.

3. Exclusions

The warranty does **not** cover:

- Damage caused by **crashes, impacts, or accidents**
- Misuse, abuse, or operation outside the intended purpose
- **Water damage**, including exposure to rain, submersion, or washing with high-pressure hoses
- Improper assembly, maintenance, or modifications
- Damage caused by using non-approved parts or accessories
- Cosmetic damage such as scratches, dents, or fading
- Corrosion or rust resulting from environmental exposure
- Damage caused by exceeding the recommended **rider weight limit (30kg–50kg depending on model)**

4. Wear and Tear Items

Certain components are subject to natural wear and are **not covered** beyond an initial inspection period. These include, but are not limited to:

- Tires and tubes
- Brake pads
- Grips
- Cables
- Chains
- Bearings
- Cosmetic decals and finishes



These items are expected to degrade over time through normal use.

5. Non-Transferable Warranty

This warranty applies **only to the original purchaser**.

It is **not transferable** if the bike is sold, gifted, or otherwise passed to a new owner.

6. Usage Restrictions

The warranty is void if the E-Balance Bike is used in any of the following ways:

- **Commercial or rental use**
- **Competition, racing, or stunt riding**
- Use by riders **exceeding the specified weight limit**
- Operation in extreme conditions or environments outside the bike's intended purpose
- Any modification to the electrical system, frame, or safety components

7. Warranty Claim Process

To submit a warranty claim, the customer must provide:

- Proof of purchase
- A clear description of the issue
- Photos or videos showing the fault
- Evidence that the bike has been used and maintained appropriately

The manufacturer or authorised distributor reserves the right to inspect the product before approving a claim.

8. Remedies

If a warranty claim is approved, the manufacturer may, at its discretion:

- Repair the defective part
- Replace the defective part
- Replace the product with an equivalent model
- Offer an alternative remedy where appropriate

No cash refunds are provided under warranty unless required by local consumer law.

9. Consumer Rights

This warranty operates in addition to any rights provided under applicable consumer protection laws.

Where local law provides additional protections, those rights remain unaffected