



Service & Warranty

OUR CONTACT INFORMATION:

Extreme E-Bikes

Phone: 604-371-3695, Call Toll free 1-833-502 2173 for Quicker Delivery!

Email: sales@alienebikes.ca

Address: #3 - 9530 189th Street, Surrey, BC, V4N 4W7

Office Hours: Open 9 - 5:00 PM, Tuesday to Friday (except holidays), Saturday 11 - 2PM.

WARRANTY REGISTRATION: After purchasing your new E-bike or Scooter Please register your warranty & serial number at <https://alienebikesandscooters.com/apps/product-registration>

YOUR FIRST SERVICE IS FREE: We recommend you bring your E-bike or Scooter back for a free tune up after the first 3-5 uses or 30 days. The one free service is valid for 90 days from the date of purchase.

90 DAYS FREE REPAIR/REPLACEMENT: If you experience any defects in the first 90 days that we cannot repair we will replace the part, scooter, or bike free of charge.

1 YEAR WARRANTY (EXCEPT Y20 E-BIKES WHICH HAVE A 2 YEAR WARRANTY - BATTERY IS STILL ONE YEAR): All parts and labour are covered against manufacturer defects for one year (except Y20 - 2 year) from the date of purchase. Additional labour in the first year is \$60/hour. After 1 year, labour is \$90/hour.

REFUND POLICY: All sales are non-refundable unless there is an issue that we can not repair or resolve.

KEEPING YOU HAPPY: If you experience any problems with your E-bike or Scooter, rather than writing a poor review, please let us know right away so that we can work with you to resolve the issue. We are here to help and want to keep you happy.

TELL A FRIEND – SAVE \$100: If you recommend a friend to us, they will receive \$100 off the purchase of all regular priced E-bikes & Scooters (\$50 off sale items) & you will receive \$50 credit off your next purchase (E-bikes, Scooters or Accessories). You can share this with as many friends as you like, however you will only receive 1 discount per purchase.

BATTERY CHARGING: Batteries are meant to be charged for 6-8 hours (or until light turns green), should be stored above 0 C (32 F) & **NEVER BE LEFT CHARGING OR UNATTENDED FOR MORE THAN 8-10 HOURS.**

WARNING: Always wear a proper helmet and protective gear. Janobike & Alien Scooters are for adults only (19+), commuters & scooter enthusiasts. Some scooters can reach speeds in excess of 80 km/hour and are not to be used by anyone under the age of 19. **Read the owners manual before operating your e-bike or scooter.**