



## Warranty Policy & 30-day Return Policy

Within 30 days you may return any PONEEZ eBike and receive a full refund, no questions asked! Refunds will be issued within 7 working days of returning the bike in the original packaging or new secure packaging to protect the bike. Bikes must be returned to original warehouse of origin to qualify. Any damage due to use, poor packaging or freight handling upon receipt will be deducted from all refunds. It is the responsibility of the customer to make any return freight handling claims and settlements directly with the freight logistics company used by the customer.

We provide a standard, limited warranty for manufacturer defects and workmanship of all models of electric bicycles, scooters, and their components purchased directly from the PONEEZ website. From the date of delivery of the product, during the warranty service period, the defective parts caused by PONEEZ or Manufacturer will be repaired or replaced free of charge. The client needs to provide the original purchase receipt to establish the proof of purchase and determine the warranty start date.

## Electric Scooter Warranty Period

From the date of delivery, the warranty periods provided by PONEEZ for the following components are:

Component	Warranty Period	Service Content
Motor	2 Years	Free maintenance or replacement
Battery	2 Years	Free maintenance or replacement
Frame	2 Years	Free maintenance or replacement
Controller	2 Years	Free maintenance or replacement
Brake	1 Year	Free maintenance or replacement
Handlebar	1 Year	Free maintenance or replacement
Seat tube	1 Year	Free maintenance or replacement
Tires	1 Year	Free maintenance or replacement
Pedal	1 Year	Free maintenance or replacement
Cushion	1 Year	Free maintenance or replacement



From the date of delivery, the warranty period provided by PONEEZ for the following components are:

Component	Warranty Period	Service Content
Controller	2 Years	Free maintenance
Frame	2 Years	Free maintenance
Motor	2 Years	Free maintenance
Battery	2 Years	Free maintenance
Brake pads	1 Year	Free maintenance or replacement
Bracket	1 Year	Free maintenance or replacement

Note: If there are any quality problems with the battery, motor, and controller of the electric scooter received from PONEEZ within one month from the date of delivery, PONEEZ will send new scooters to the client for free.

### **The Limited Warranty Does Not Include the Following:**

- Any products not sold on our website.
- Defects or damage caused by external reasons, including bad weather, natural disasters, accidents, or improper storage, stolen items, etc.



- All human-caused, including defects or damage caused by improper operations such as assembly, testing, use, maintenance, modification, upgrades, etc.
- Ordinary wear and tear caused by normal storage or use.
- Products whose serial numbers or barcodes have been removed, defaced, damaged, altered, or illegible.

## **Warranty Process**

- 1) During the warranty period, the customer can get in touch with the customer service staff of PONEEZ via email, telephone, or any other communication method.
- 2) It is necessary to provide pictures or videos of the problematic part so that we can evaluate the problem.
- 3) After receiving all the information we need, we will notify the technical department, and the technical department will guide the customer to repair.
- 4) Once the technical department agrees, we will send you replacement parts and assist you with warranty issues.

Note: Haidong will not replace any parts without first seeing the photos or videos of the damaged product. Customers need to provide evidence to us via email.

## **Shipping Claim**

In rare cases, the items we send will be damaged during transportation. In this case, please use contact form at our web site for notification.

Note: We will not accept shipping damage claims after 7 days from the date of receipt of the product.

The above explanation of the warranty policy belongs to PONEEZ. If you have any questions about this warranty policy, please use contact form at our web site for notification.