



Ride Guard

Ride with confidence.

Claims Procedure



Ride Guard, 2025



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**We believe that
every ride should
be worry-free.**





About Us

Ride Guard

Thank you for choosing Ride Guard, where confidence meets coverage. Your Ride Guard Extended Warranty gives you peace of mind long after your manufacturer's warranty ends. We're proud to stand behind your ride with transparent terms, simple claims, and dedicated support.

Whether you're hitting the road or storing your ride for the season, Ride Guard ensures that defects in materials or workmanship won't slow you down.

Ride Guard offers extended warranty coverage for e-bikes and mobility scooters, providing an extra layer of protection beyond the manufacturer's warranty. Our coverage safeguards against defects in materials and workmanship, helping ensure your ride stays reliable and performs at its best. With Ride Guard, you can enjoy greater peace of mind, knowing that both you and your mobility device are fully supported every mile of the way.

Mission

Empower riders by providing simple and affordable warranty coverage for mobility scooters and ebikes that enhances safety and security.

Our Promise: Reliable protection. Responsive service. Real results.

Warranty

Coverage Overview

Year 1: Manufacturer's Warranty

Coverage provided solely by the manufacturer.

Year 2: Ride Guard Extended Warranty

Covers defects in materials and workmanship not covered by the manufacturer's warranty.



- Coverage Limits

Maximum of 3 claims per registered product

Non-transferable (valid only for the original purchaser)

Coverage applies only to registered products

- Not Covered

Normal wear and tear

Misuse or improper maintenance

Accidental damage

Cosmetic issues or damage unrelated to materials/workmanship



Terms & Conditions

Registration

By registering your product with Ride Guard, you agree to the official Terms & Conditions (full text available on request).

Key points include:

- This Extended Warranty supplements, not replaces, the manufacturer's warranty.
- Ride Guard may modify or terminate this program at any time.
- Your personal information is used solely to process warranty registrations and claims.

Your Rights:

Nothing in these terms limits your statutory rights under the Consumer Protection Act, 2002 (Ontario).



How to Register Your Product

To activate your Ride Guard Extended Warranty, your product must be registered within 90 days of purchase. Registration ensures your coverage is on file and makes the claims process smooth and efficient.

Step-by-Step Registration Guide

Go to <https://rideguard.ca/> using any web browser.

Navigate to the Registration Section: On the homepage, click “Register Your Product” or select “Warranty Registration” from the main menu.

- Complete the Registration Form: Fill in all required fields accurately, including:
 - Full Name
 - Email Address
 - Phone Number
 - Product Name / Model
 - Vehicle Identification Number (VIN)
 - Date of Purchase
 - Retailer / Dealer Name
 - Upload a copy of your Proof of Purchase or Invoice

Submit Your Registration: Review your information carefully before submitting. Once submitted, you'll receive a confirmation email verifying your registration.

Keep Your Confirmation: Save your confirmation email and proof of purchase in a safe place — you'll need them if you ever need to file a claim.



Warranty

Claims Procedure

1. Eligibility

Claims are valid only for products registered under the Ride Guard Extended Warranty (Year 2).

Coverage is limited to defects in materials and workmanship.

2. How to File a Claim

Gather the following information:

- Proof of purchase / invoice
- Vehicle Identification Number (VIN)
- Description of the defect
- Photos or supporting documentation (if applicable)

Submit your claim via email:

contact@rideguard.ca

Include all required documents and a brief summary of the issue.

3. Claim Review Process

Ride Guard will review your claim and documentation to determine eligibility.

We may request additional information or photos to verify the defect.

Claims are typically reviewed within 7–10 business days of submission.

4. Resolution

Eligible claims may be resolved through one of the following options:

- Repair of the product
- Replacement of defective parts
- Full replacement of the product (at Ride Guard's discretion)

You will receive written confirmation of our decision via email.

5. Limitations

- Coverage applies only to the registered product.
- Warranty is non-transferable and valid only for the original purchaser.
- Ride Guard reserves the right to deny claims that do not meet the Terms & Conditions.
- Ride Guard's decision on claims is final.

Ride Guard Extended Warranty – Terms & Conditions

Effective Date: October 3, 2025

Applies Canada-Wide

1. General Agreement

By registering your product and/or submitting a claim under the Ride Guard Extended Warranty (the “Warranty”), you (“Customer” or “Purchaser”) agree to be bound by the following Terms and Conditions (“Terms”). This Warranty is issued and administered by Ride Guard Canada Inc. (“Ride Guard,” “we,” “us,” or “our”). Registration constitutes acceptance of these Terms. If you do not agree, do not register or submit a claim.

2. Eligibility & Registration

Eligibility requires registration within 90 days of purchase with accurate customer details (name, contact, VIN, proof of purchase, product details). Registration is valid only for the original purchaser and is non-transferable. Products purchased from unauthorized sellers are not eligible. Ride Guard may reject incomplete or false registrations.

3. Coverage

Year 1: Manufacturer’s warranty applies.

Year 2: Ride Guard provides coverage for defects in materials or workmanship not covered by the manufacturer.

Maximum of three (3) claims per product. Ride Guard reserves sole discretion to determine eligibility.

4. Exclusions

This Warranty does not cover normal wear and tear, misuse, accident, neglect, improper installation, environmental damage, or products with removed serial numbers. Also excluded are losses from theft, fire, vandalism, or use for rental/commercial purposes.

5. Claims Process

Claims require proof of purchase, VIN, description, and documentation. Submit via email to contact@rideguard.ca. Ride Guard reviews claims within 10 business days and may repair, replace parts, or replace the product entirely at its discretion. Decisions are final.

6. Limitations of Liability

Ride Guard's total liability shall not exceed the original purchase price. Ride Guard is not liable for incidental, consequential, or indirect damages, including loss of time or income. No representative may modify this Warranty. Some provinces may not permit such exclusions.

7. Termination and Modification

Ride Guard may modify or terminate the Warranty program at any time without notice. Changes do not affect claims filed before the modification date.

8. Governing Law and Dispute Resolution

These Terms are governed by Canadian law and the laws of Ontario. Disputes shall be resolved through binding arbitration or small claims court in Ontario. The prevailing party may recover reasonable legal costs.

9. Privacy Statement

Ride Guard collects and protects personal information in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA). Information is used solely for warranty registration and claims. Contact privacy inquiries to contact@rideguard.ca.

10. Consumer Rights

This Warranty provides specific legal rights without limiting statutory rights under Canadian consumer protection legislation, including the Consumer Protection Act, 2002 (Ontario).

Contact Information

Ride Guard Canada Inc.
Email: contact@rideguard.ca

Effective: October 3, 2025

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Coverage

FAQ

When does my Ride Guard coverage start?

- It begins immediately after your manufacturer's warranty ends — typically in Year 2.

What's the difference between the manufacturer's warranty and Ride Guard?

- The manufacturer covers production defects in Year 1; Ride Guard extends protection against similar defects for an additional year.

Can I transfer my Ride Guard warranty to a new owner?

- No, the coverage applies only to the original purchaser.

How long does it take to process a claim?

- Most claims are reviewed within 7–10 business days.

What happens if my product can't be repaired?

- Ride Guard may replace defective parts or the entire product at its discretion.



We're here to make your Ride Guard experience easy and stress-free.

Need Help?



Monday–Friday, 9:00 AM – 5:00 PM (EST)



contact@rideguard.ca

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