

WARRANTY CLAIMS

We strive to make your purchase experience as pleasant as possible. Our priority is to provide exceptional customer service, not only when everything is going smoothly but also when something goes wrong. No one can guarantee that a product will never fail, and our product is no exception. You might face a failure in the middle of nowhere, in the cold or dark. You might face difficulties getting back home with a faulty bike. Later, to solve the problem, our service team might ask you to perform some time-consuming troubleshooting steps, which might be beyond your expertise. You might even end up having to repack the bike and send it back to our service center. It might all be frustrating, and we understand that. However, the good news is that DiroDi bikes' major electrical or mechanical fault rate under warranty is about 1% on average, so in about 99% of cases, you will not face such difficulties. However, in the rare case that a fault occurs, please be assured that we will promptly take actions to solve the problem at the earliest time possible. Please note during such a scenario, we require the customer's positive and cooperative attitude, or else we might not be able to effectively detect the fault's root cause and solve the issue.

Making a Claim:

Claims under this warranty must be made directly to the seller via email or our website ticketing system. Proof of purchase is required.

If requested by the seller, the buyer should provide photos and/or videos of the fault. Moreover, the buyer should perform troubleshooting steps, which might sometimes be a little technical, as requested by the seller.

Assessment and Resolution:

The seller's technical team is the party that assesses the claim and determines whether a fault is covered under warranty or not. The decision by our technical team must be abided by both parties. Where the cause of a fault cannot be reasonably determined, we will bear the cost of replacement/repair in favor of the customer.

In case a fault cannot be detected by standard troubleshooting methods (e.g., The bike won't turn on, and the cause can't be identified), we might require you to send us back some parts of your bike or, in rare cases, the whole bike. Alternatively, we might send you replacement parts such as the battery, motor, LCD, controller, etc., to swap and test and return the defective one. Before we can send a replacement part, we must receive the faulty part.

Packaging and Technical Knowledge:

We suggest you keep and not dispose of the cartons of the bike and bike accessories, as you might need them if you need to return the bike or a part to our service center.

Customers are required to have some level of technical knowledge or possess the tools required to recover their system remotely and safely with our assistance.