

## **WARRANTY TERMS**

Should any original component prove defective in terms of workmanship within its warranty period, we will repair or replace it. The warranty period for DiroDi electric bikes is as follows:

- **Frame:** 2 years
- **Electrical Components:** 1 year

### **Exclusions:**

This warranty does not cover normal wear and tear, damages caused by improper assembly, or faults resulting from an accident or improper or insufficient maintenance, or the installation of parts or accessories. The warranty does not apply to damage or failure due to an accident, misuse, abuse, or negligence. Modification of the frame or components shall void this warranty.

### **Coverage Details:**

The warranty covers part replacement and transportation of the faulty part from the customer, as well as transportation of the repaired or replacement part back to the customer. If the customer is unable or unwilling to perform a repair, we will make every effort to arrange for the repair to be completed at a local bike shop. We will cover the labor and parts costs charged by the shop for this repair. This warranty does not cover any other labor or transportation charges or any other types of charges unless required by consumer law.

### **Procedure for Warranty Claims:**

It is hereby acknowledged that in the event of a fault that the customer believes to be a warranty claim, the customer shall not take the bike to a third-party bike shop for repair and request reimbursement for the cost under our warranty coverage without first reporting the issue to us and obtaining written confirmation from us. The customer must duly notify us of the nature of the fault, provide a detailed report, and a quote from the bike shop (if applicable). Only after receiving written confirmation from us beforehand may the customer proceed with the repair. We reserve the absolute right to refuse to reimburse the aforementioned cost or to partially reimburse it if written confirmation was not obtained from us beforehand. This right shall be exercised by us at our sole discretion, without any liability or obligation whatsoever.

### **Voiding of Warranty:**

The warranty will be void if the bicycle is used for other than normal activities, including but not limited to failing to follow the owner's manual or using the bike for commercial activities or in competitive events, including but not limited to bicycle racing, bicycle motocross racing, stunt riding, jumping, or similar activities and training for such activities or events.

### **Punctures:**

Punctures are not covered under warranty.

**Reimbursement:**

The Warrantor may seek reimbursement from you for any costs and expenses incurred by it if the product is found not to be defective due to faulty materials or workmanship.

**Limitation of Liability:**

The company shall not be responsible for consequential, special, and cause-and-effect damages.

**Conditions of Use:**

A bicycle is a vehicle in real working conditions. It is always exposed to unwanted impacts, shocks, vibrations, heat and cold, accidents, water penetration, salt splash, etc., which may cause damage, which will not be considered a manufacturing fault and thus is not covered under warranty.

**Water Resistance:**

Your electric bike and all its components are water-resistant against normal damp or wet conditions. Please note your bike is water-resistant and not waterproof. The bike can be ridden under mild or moderate rain but should not be submerged in water or be ridden under rain showers (heavy rains). The bike should not be washed by a water hose and can only be cleaned by a damp cloth. Failure of parts due to liquid penetration is not covered under warranty.

**Assembly and Adjustments:**

As part of the assembly process, some parts adjustment, including but not limited to brakes and derailleur adjustment, might be required due to potential part movements during shipment. Instructions on how to make such adjustments will be sent to the customer if required. Failure to properly assemble the bike or adjust the parts is not covered under warranty. In such cases, if you decide to ask a third-party technician (e.g., a bike shop) to make the assembly or do the parts adjustment for you, fees incurred will not be covered under our warranty.

**Cosmetic Damage:**

In rare cases, due to part movements during shipment, scratches may appear on the bike's paint job. In such cases, we will send you a small sample of your bike's color so that you can hide the scratch. Please note part or bike replacement requests only due to scratches on a part or frame cannot be accepted.

**Warranty Extension:**

In case a warranty extension is offered for any of our products, you can pay the fees and get covered for the extension through the same terms and conditions. You may apply for the extension up to 1 day before the regular warranty period expires.

**Applicability:**

Our warranty terms & conditions apply to all customers purchasing our products directly or through dealers, 3rd party, or second-hand.

**Proof of Purchase:**

To make any warranty claims, you must provide valid proof of purchase. If purchasing a second-hand bike, please ensure that you obtain a copy of the original buyer's proof of purchase.

**Additional Rights:**

The benefits given to you in this Product Warranty are in addition to your other rights and remedies under the law in relation to the products to which this Product Warranty relates. The Warrantor's products come with guarantees that cannot be excluded under the Australian Consumer Law.