



Lithium **Bicycle**.com.au

Warranty Certificate

Product Name: _____

Model Number: _____

Specification: _____

Name: _____

Address: _____

Email: _____

Date of Purchase: _____

Phone Number: _____

Serial Number: _____

We recommend that you attach a photocopy of your receipt, showing the date of purchase, to this warranty certificate and keep it safe. Please provide receipt or other proof of purchase date when the warranty service is needed.

In the event of a product fault, please call the customer service line or send email to admin@lithiumbicycle.com.au. Please ensure that you have the product details at hand so that we can respond quickly and efficiently.

Warranty Provider:

Lithium Bicycle Pty Ltd

185F Burwood Rd, Burwood NSW 2134, Australia

Help Desk: 02 8593 9684 admin@lithiumbicycle.com.au

(Operating Hours: Mon-Sat 11:00am to 18:00pm AEST)





Lithium Bicycle.com.au

Warranty Policy

Warranty

The product is guaranteed to be free from defects in workmanship and parts for the Warranty Period* from the date of purchase. Defects on product (not including breaking wire and pad, tires and other plastic or rubber parts) that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded (strictly in sequence) at our discretion. The battery is guaranteed to retain at least 60% of its maximum capacity for 12 months. Should the battery lose more than 40% of its capacity within 12 months, it will be replaced free of charge.

Our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and to compensation for any other reasonably foreseeable loss or damage. You are only entitled to have the product(s) repaired for non-major failures where the goods are not of acceptable quality. When applying for replacement and refund, it is the customer's responsibility to provide a national recognized third party evidence on the major failure. Change-of-mind replacement and refund will not be accepted. Consumer is responsible for freight costs if the product has to be returned to Lithium Bicycle Pty Ltd for repair/inspection.

Proof of Purchase

The warranty is valid for the original purchase and is not transferable. Please keep your purchase proof (tax invoice and this warranty) at all time.

Extend of Warranty

The warranty is limited to the defects in workmanship or parts. All defective products will be repaired (or replaced if it cannot be repaired). This warranty does not cover any consumable items. Products are not covered by warranty unless they are specifically enumerated in the Schedule*.

Normal Wear and Tear

The warranty does not cover normal wear and tear on the product or parts, i.e. breaking wire and pad, tires and other rubber parts. Normal loss of battery capacity (less than 40% loss in 12 months) will be considered as normal wear and tear.

Exclusions

This warranty does not cover:

- Defects resulting from accidents, misuse, abuse, improper installation or operation, loss of parts, use after partial failure, unauthorized modifications, tampering, or repairs attempted by anyone not authorized by Lithium Bicycle Pty Ltd.
- Damage to electrical components due to rust, physical damage, or cut cables.
- Damage resulting from improper power input or incorrect cable connections.
- Noise.
- Accessories such as the kickstand, charger, phone holder, and pedals are not covered. Plastic and rubber part are not covered unless listed in Schedule*.
- Liability for the rider's failure to conduct pre-ride checks, safe riding practice, and adhere to legal riding regulations.

*Schedule to Warranty Terms and Conditions

Product	Warranty Period	Product	Warranty Period
Frame, Rack	12 Months	Suspension fork	12 Months
Battery	12 Months	Display: covers display mainboard; excludes plastic casing, wire	12 Months
Remote control system	6 Months	Brake: covers levers and calliper; excludes brake oil and brake pad	6 Months
Controller	6 Months	Wheel: includes motor; excludes cover, hub, rim, tire	12 Months
Light: covers LED; excludes casing	3 Months	Wheel: includes motor (high speed modified); excludes cover, hub, rim, tire	3 Months
O-rings, Seat, Bearings	3 Months	Screws, Bolts	1 Month