

# COLLEGIATE E-BIKE

**\*\*If you purchased your E-Bike from one of our many nationwide dealers/distributors, please contact them directly for warranty questions or any other issues you have with your E-Bike.**

Collegiate E-Bike, through the manufacturer, offers a 30-day warranty, beginning on the date of this document, for all E-Bikes as long as the E-Bike has been operated and maintained according to the recommendations of the manufacturer (see owners manual and web site). This warranty covers factory defects and defaults only from the date of this document. We do not cover misuse or broken parts caused by the user or by any other event. If you have questions about our warranty, please contact our support department by email at [info@Collegiateebike.com](mailto:info@Collegiateebike.com) and a friendly representative will get back to you quickly. Our support department is open Monday through Friday 9 AM to 6 PM Eastern Standard Time.

This warranty covers against all defects in materials and workmanship, subject only to the following conditions and exclusions:

- 1) To present a claim, customer shall deliver the defective part for exchange to Collegiate E-Bike at his or her own expense.
- 2) This warranty shall be void if the customer modifies the "product" in any respect including but not limited to the use of parts other than genuine Factory parts. If customer is unable to provide this document and/or the original receipt at the time he/she wishes to have services performed on the product under warranty, the warranty is considered void.
- 3) This limited warranty is applicable only to the customer as an original customer of the "product" from Collegiate E-Bike or it's dealer/distributor and shall not apply to any subsequent customer, assignee or other recipient of the bike from customer.
- 4) This limited warranty does not cover plastic shrouding or covers, reflectors, seat upholstery, tires, brakes or clutches as these components are considered wear items. We carry a full line of parts and can replace these items at cost.
- 5) All transportation costs and shipping damage incurred while submitting parts for repair or replacement are the responsibility of the original customer. Any damage during shipping of bike to customer on initial purchase must be claimed by the customer through the freight delivery company and is not the responsibility of Collegiate E-Bike. All E-Bikes are fully insured for shipping damage.
- 6) "No Lemon" Policy: Any bike that requires four major repairs while under the 30 day warranty will be eligible for an exchange. The fourth time the bike is brought in, if it requires another major repair, a comparable model will be given to the customer as an exchange. Major repairs are predetermined for each model, but include problems such as engine failure and controller box failure. Bikes may only be exchanged in accordance with the "no lemon" policy; no other exchanges will be honored.
- 7) This limited warranty does not apply to any injury, loss, defect or malfunction of the "product" or failure to function resulting from any failure to operate or maintain "product" in accordance with the directions contained in the owners manual provided by the manufacturer; or any injury, loss, damage, defect or malfunction, or failure to function resulting from any accident, acts of God, alterations in the "product" by anyone other than the distributor, or misuse, unreasonable use, tampering, abuse, acts, omissions, failure or negligence by anyone other than manufacturer. Furthermore, the customer of the bike agrees indemnify and hold harmless Manufacturer/Dealer from and against any and all claims, losses, liabilities, damages, expenses, and/or deficiencies, including, without limitation, reasonable attorney fees and other legal costs and expenses, in any way arising out of, resulting from, or relating to Manufacturer/Dealer's usage herein.
- 8) Collegiate E-Bike will make every effort to get your bike up and running as quickly as possible. Upon completion of the serviced bike, customer has 10 business days to pick up the repaired bike from the service department. After the 10th day there will be a storage fee of \$10.00 per day.
- 9) This warranty does not include wearable parts, damage from abuse, misuse or neglect or damage incurred during shipping. If you have a part that needs replacing please CONTACT US and we will send the part within 5 days or advise you of the lead-time if longer. If a part is not in stock, it may take up to 8 weeks to come from China. All parts must be returned before a new one can be sent out. If a problem cannot be diagnosed over the phone, we may ask you to bring the E-Bike to a motorcycle shop, at your expense including labor, for diagnosis. We will consult with mechanic and furnish any needed, warranted parts as outlined above. This warranty does not apply to any product or part thereof which, in the opinion of Collegiate E-Bike, has suffered or been damaged through alteration, improper installation, mishandling, misuse, neglect, accident or by acts of nature. To obtain repair or replacement within the terms of this warranty, please CONTACT US with proof of warranty coverage (e.g. dated bill of sale/dated warranty). Customer is responsible for the cost of shipping the product to Collegiate E-Bike.
- 10) All bikes are sold for off-road use only. Laws vary from city to city regarding where off-road vehicles can be used so be sure to check your local laws before riding. Our return policy will not be adjusted if you find out that the off-road laws are not to your liking, so we encourage you to check before purchasing. As with any vehicle, safety equipment is highly encouraged and the vehicle should always be operated responsibly.
- 11) Return Policy: Collegiate E-Bike offers a 3-day return policy on all our products. You may return the product as long as you have the receipt and the product is unused\* with all of its original packaging. The return must be initiated within 3 days of your receipt of the merchandise. If you return an order that was shipped, you will be responsible for all freight charges. \*The definition of "unused" is as follows: The bike cannot have any scratches, blemishes or defects in any way and no fuel has been introduced to the fuel system. A \$45.00 handling fee will be charged on every returned bike. ALL DEPOSITS ARE NON-REFUNDABLE.
- 12) DISCLAIMER: Collegiate E-Bike makes no warranty statement regarding the safety of these vehicles, either express or implied. Bike safety is solely the responsibility of the customer. Collegiate E-Bike is not responsible for the use of the merchandise we sell. Customer accepts sole responsibility for the safe operation of the bike purchased and further agrees to hold Collegiate E-Bike, employees, and parent corporation harmless for any injury or damage resulting from the improper use of/or operation of the purchased vehicle.

We care about our customers and urge you to exercise caution and take necessary safety measures to protect yourself while riding. The Customer shall provide proof that he/she is at least 18 years of age, and has affixed their signature on the date given below. Collegiate E-Bike encourages, begs, and asks that you wear a helmet and use appropriate lighting while riding at night regardless of the legal requirements in your particular city or state. Have a good time and enjoy your new popularity with your E-Bike!

***THANK YOU FOR YOUR BUSINESS.***