



## ELEVATE E-BIKES ORIGINAL PURCHASER WARRANTY POLICY

**Elevate E-Bikes should be operated in accordance with the Elevate E-Bikes User Manual supplied with each bike.**

Elevate warrants to the original registered purchaser that Elevate E-Bikes shall be free from all defects in material and workmanship for a period of 12 months from the date of purchase. All other obligations and conditions or liabilities, including obligations for consequential damages, are hereby excluded. Shipping charges are not refundable. This warranty gives you specific rights and purchasers may also have other rights, which vary by country.

**Parts covered under this warranty** - frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware. The battery warranty does not include damage from power surges, improper charging, improper maintenance, misuse, normal wear or water damage.

The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

We will replace any parts deemed to have been damaged during shipping as long as damage is reported to Elevate within a reasonable amount of time after shipment arrival.

Warranty replacements will not be shipped until photographed proof has been provided to the Elevate email below. Elevate may request additional proof such as video and photography to best assist with processing the warranty claim.

**Parts NOT covered under Warranty** - "Wear Items" such as the chain, normal tire wear, wheels, tubes, brake pads, cables & housing, hand grips, powder coat, and spokes.

Any unauthorized modifications, alterations, or tampering of bike/components is not covered under this warranty. Shipping costs for approved and valid warranty claims will be handled by Elevate e-Bikes.

Note that Insurance policies may not provide coverage for accidents involving Elevate E-Bikes. To determine if coverage is provided, you should contact your insurance company or agent. Elevate E-Bikes reserves the right to change its warranty at any time.

For warranty assistance, please contact Elevate E-Bikes at [info@elevateebikes.com](mailto:info@elevateebikes.com) or contact your nearest Elevate dealer in our dealer locator at [www.elevateebikes.com](http://www.elevateebikes.com)