

Product Warranties

Limited Warranty

ELECTRIC WHEELS products are warranted to the original retail purchaser, when purchased directly from an authorized ELECTRIC WHEELS reseller, to be complete and free from defects in materials and workmanship in the frame and components, except for tires and inner tubes and batteries, for a period of:

1. All electric scooters: 30 days from the date of purchase
2. EWHEELS branded electric bicycles and Mobility scooters: 90 days from the date of purchase

ELECTRIC WHEELS replacement/maintenance parts & accessories: 30 days from the date of purchase/receipt when purchased directly from ELECTRIC WHEELS.

1. Pack the item(s) securely in the original product packaging, if possible. Please include all paperwork, parts, and accessories. All products must be returned in good condition, to ensure a credit.
2. Complete the return reason questionnaire and include it in the return package.
3. Before sending your return shipment, please remove all extra labels from the outside of the package.
4. Send the return package to the following address:
EWheels
RETURNS DEPARTMENT
750 E. Covey Lane, Suite 135
Phoenix, AZ 85024
5. All return shipping charges must be prepaid. We cannot accept C.O.D. deliveries.
6. It is recommended that you use UPS whenever possible for your return. Retain the return Tracking Number to monitor delivery status.
7. To receive a refund or credit, items must be returned within 10 days of original shipment date.
8. Credit for gift returns will be issued to the original purchaser.
9. If you have assembled the product, disassemble it before shipment using the original protective packaging materials.
10. Package the disassembled item(s) securely in original product packaging, whenever possible. Please include all paperwork, parts, and accessories. All products must be returned in good condition, to insure a refund or credit.
11. Complete the return reason questionnaire that was included with your packing slip. Remove the mailing label portion and include the remainder of the slip in the return package.
12. Contact a Customer Service Specialist at service@ewheelsdealers.com for instructions on arranging a freight delivery pickup for your items. Please have your customer ID number located on your packing list available when you call.
13. You must be present at the location and time of pickup. All packaged item(s) must be at the front door for the freight driver.

14. To receive a refund or credit, items must be returned within 15 days of original shipment date.
15. Credit for gift returns will be issued to the original purchaser.
16. All electric scooters: 30 days from the date of purchase
17. EWHEELS branded electric bicycles and Mobility scooters: 90 days from the date of purchase\
18. Shipping charges included in the Purchase Price of the Merchandise are non-refundable.
19. Customer is responsible for returning merchandise at their own expense.

Specific Warranty Items

Batteries (factory-installed in an ELECTRIC WHEELS bike, scooter or conversion kit) are warranted to the original purchaser to be free from defects in materials and workmanship for a period of (30) days from the date of purchase. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, or normal wear. Batteries purchased as maintenance or accessory parts are warranted for 30 days from the date of purchase/receipt when purchased directly from ELECTRIC WHEELS.

Items Not Covered

Warranties are limited to replacement of parts and/or products determined by ELECTRIC WHEELS, at its sole discretion, to be defective. In cases where multiple components are missing, you may be redirected to the retailer for assistance.

ELECTRIC WHEELS Limited Warranty does not cover or apply to the following: Normal wear and tear; any damage, failure and/or loss caused by accident, shipping, misuse, neglect, abuse and/or failure to follow instructions or warnings as stated on the product or in the applicable owner's manual or other printed materials provided with the product; damage, failure and/or loss caused by the use of the product for stunt riding, ramp jumping, competition, off-road use, acrobatics, trick riding or other similar activities, water damage, or use in any other manner for which such products were not specifically designed.

This warranty does not apply to any products or components, mechanical and/or electrical, which have in any way been altered from their original configuration by any person. ELECTRIC WHEELS will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

The ELECTRIC WHEELS Limited Warranty does not cover or apply to any ELECTRIC WHEELS product used for rental or commercial purposes unless the specific product is designated, labeled or marketed by ELECTRIC WHEELS as acceptable for rental or commercial use.

The ELECTRIC WHEELS Limited Warranty does not cover or apply to any ELECTRIC WHEELS product sold by a non-authorized reseller or retailer.

The ELECTRIC WHEELS Limited Warranty does not cover or apply to any replacement, maintenance or accessory parts not sold directly by ELECTRIC WHEELS to the original retail purchaser.

Warranty Claims

Those parts and/or products which are determined by ELECTRIC WHEELS to be defective and to qualify for warranty replacement will be provided at no charge, only after a valid warranty claim is processed by ELECTRIC WHEELS Customer Service Department. Warranty claims must be made by the original purchaser by contacting the ELECTRIC WHEELS Customer Service by email

at service@ewheelsdealers.com within the warranty period (stated above). Standard Shipping & Handling fees will apply to all orders placed for warranty parts and/or products and will be charged to the customer/warranty claimant at the time said parts and/or products are shipped from ELECTRIC WHEELS.

ELECTRIC WHEELS, at its sole discretion, has the option of replacing with a new part, or factory re-certified part. The Limited Warranty stated herein is in lieu of and expressly excludes all other warranties not expressly set forth herein, whether expressed or implied by law or otherwise, including, but not limited to, any warranties for merchantability and/or fitness for any particular purpose. ELECTRIC WHEELS shall in no event be liable or responsible for incidental or consequential losses, damages or expenses in connection with their products. The liability of ELECTRIC WHEELS hereunder is expressly limited to the replacement of goods complying with this warranty or at the sole discretion of ELECTRIC WHEELS to the repayment of an amount equivalent to the purchase price of the product in question.

Parts and Repairs

Please contact an authorized Dealer or ELECTRIC WHEELS Customer Service directly with any parts and repairs questions at service@ewheelsdealers.com .

Tires and inner tubes are warranted to be free from manufacturing and material defects for 30 days. The tire and inner tube warranty does not include damage from normal road hazards, flat tires, tire cuts and the like, skid wear or blowouts from over inflation or other such misuse, or normal wear.

Warranty-Bikes

LIMITED WARRANTY ELECTRIC WHEELS ELECTRIC BICYCLES

Purchased within the United States

ELECTRIC WHEELS LLC warrants to the original owner of each new EWHEELS brand electric bicycle, when purchased directly from an authorized ELECTRIC WHEELS reseller, to be complete and that the following components will be free from defects in material and workmanship for the period indicated below.

WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR, SHIPPING DAMAGE, ALTERATIONS, MODIFICATIONS, MISUSE, NEGLIGENCE OR ABUSE.

Warranty

EWHEELS branded electric bicycles: three months (90 days) from purchase date by the original owner. ELECTRIC WHEELS replacement or maintenance parts & accessories: One month (30 days) from purchase date when purchased directly from ELECTRIC WHEELS.

Specific Warranty Items

Tires and inner tubes are warranted to be free from manufacturing and material defects for One month (30 days). The tire and inner tube warranty does not include damage from normal road hazards, flat tires, tire cuts and the like, skid wear or blowouts from over inflation or other such misuse, or normal wear.

Batteries (factory-installed in an EWHEELS bike) are warranted to the original owner to be free from defects in materials and workmanship for a period of three months (90 days) from the date of purchase by the original owner. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, or normal wear. Batteries purchased as maintenance or accessory parts are warranted for One month (30 days) from the date of purchase by the original owner, when purchased directly from ELECTRIC WHEELS.

Items Not Covered

Warranties are limited to replacement of parts and/or products determined by ELECTRIC WHEELS, at its sole discretion, to be defective. In cases where multiple components are missing, you may be redirected to the retailer for assistance. ELECTRIC WHEELS Limited Warranty does not cover or apply to the following: Normal wear and tear; any damage, failure and/or loss caused by accident, shipping damage, misuse, neglect, abuse and/or failure to follow instructions or warnings as stated on the product or in the applicable owner's manual or other printed materials provided with the product; damage, failure and/or loss caused by the use of the product for stunt riding, ramp jumping, competition, off-road use, acrobatics, trick riding or other similar activities, or use in any other manner for which such products were not specifically

designed. This warranty does not apply to any products or components, mechanical and/or electrical, which have in any way been altered from their original configuration by any person. ELECTRIC WHEELS will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts. The ELECTRIC WHEELS Limited Warranty does not cover or apply to any ELECTRIC WHEELS product used for rental or commercial purposes unless the specific product is designated, labeled or marketed by ELECTRIC WHEELS as acceptable for rental or commercial use. The ELECTRIC WHEELS Limited Warranty does not cover or apply to any ELECTRIC WHEELS product sold by a non-authorized reseller or retailer. The ELECTRIC WHEELS Limited Warranty does not cover or apply to any replacement, maintenance or accessory parts not sold directly by ELECTRIC WHEELS to the original retail purchaser.

Warranty Claims

Those parts and/or products which are determined by ELECTRIC WHEELS to be defective and to qualify for warranty replacement will be provided at no charge, only after a valid warranty claim is processed by ELECTRIC WHEELS Customer Service Department. Warranty claims must be made by the original purchaser by contacting the ELECTRIC WHEELS Customer Service service@ewheelsdealers.com within the warranty period (stated above). Standard Shipping & Handling fees will apply to all orders placed for warranty parts and/or products and will be charged to the customer/warranty claimant at the time said parts and/or products are shipped from ELECTRIC WHEELS. ELECTRIC WHEELS, at its sole discretion, has the option of replacing with a new part, or factory re-certified part. The Limited Warranty stated herein is in lieu of and expressly excludes all other warranties not expressly set forth herein, whether expressed or implied by law or otherwise, including, but not limited to, any warranties for merchantability and/or fitness for any particular purpose. ELECTRIC WHEELS shall in no event be liable or responsible for incidental or consequential losses, damages or expenses in connection with their products. The liability of ELECTRIC WHEELS hereunder is expressly limited to the replacement of goods complying with this warranty or at the sole discretion of ELECTRIC WHEELS to the repayment of an amount equivalent to the purchase price of the product in question. Shipping & Handling fees will apply to all claims made under this warranty and will be charged to the claimant at the time products are shipped from ELECTRIC WHEELS distribution center.

Warranty-Scooters

LIMITED WARRANTY ELECTRIC WHEELS ELECTRIC SCOOTERS

Purchased within the United States

ELECTRIC WHEELS LLC warrants to the original owner of each new EWHEELS brand electric scooter, when purchased directly from an authorized EWHEELS reseller, to be complete and that the following components will be free from defects in material and workmanship for the period indicated below.

WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR, SHIPPING DAMAGE, ALTERATIONS, MODIFICATIONS, MISUSE, NEGLIGENCE OR ABUSE.

Warranty

EWHEELS branded electric scooters: One month (30 days) from purchase date by the original owner. ELECTRIC WHEELS replacement or maintenance parts & accessories: One month (30 days) from purchase date when purchased directly from ELECTRIC WHEELS.

Specific Warranty Items

Tires and inner tubes are warranted to be free from manufacturing and material defects for One month (30 days). The tire and inner tube warranty does not include damage from normal road hazards, flat tires, tire cuts and the like, skid wear or blowouts from over inflation or other such misuse, or normal wear.

Batteries (factory-installed in an EWHEELS scooter) are warranted to the original owner to be free from defects in materials and workmanship for a period of One month (30 days) from the date of purchase by the original owner. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, or normal wear. Batteries purchased as maintenance or accessory parts are warranted for One month (30 days) from the date of purchase by the original owner, when purchased directly from ELECTRIC WHEELS.

Items Not Covered

Warranties are limited to replacement of parts and/or products determined by ELECTRIC WHEELS, at its sole discretion, to be defective. In cases where multiple components are missing, you may be redirected to the retailer for assistance. ELECTRIC WHEELS Limited Warranty does not cover or apply to the following: Normal wear and tear; any damage, failure and/or loss caused by accident, shipping damage, misuse, neglect, abuse and/or failure to follow instructions or warnings as stated on the product or in the applicable owner's manual or other printed materials provided with the product; damage, failure and/or loss caused by the use of the product for stunt riding, ramp jumping, competition, off-road use, acrobatics, water damage, trick riding or other similar activities, or use in any other manner for which such products were not specifically designed. This warranty does not apply to any products or components, mechanical and/or electrical, which have in any way been altered from their original

configuration by any person. ELECTRIC WHEELS will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts. The ELECTRIC WHEELS Limited Warranty does not cover or apply to any ELECTRIC WHEELS product used for rental or commercial purposes unless the specific product is designated, labeled or marketed by ELECTRIC WHEELS as acceptable for rental or commercial use. The ELECTRIC WHEELS Limited Warranty does not cover or apply to any ELECTRIC WHEELS product sold by a non-authorized reseller or retailer. The ELECTRIC WHEELS Limited Warranty does not cover or apply to any replacement, maintenance or accessory parts not sold directly by ELECTRIC WHEELS to the original retail purchaser.

Warranty Claims

Those parts and/or products which are determined by ELECTRIC WHEELS to be defective and to qualify for warranty replacement will be provided at no charge, only after a valid warranty claim is processed by ELECTRIC WHEELS Service Department. Warranty claims must be made by the original purchaser by contacting the ELECTRIC WHEELS Customer Service Call service@ewheelsdealers.com within the warranty period (stated above). Standard Shipping & Handling fees will apply to all orders placed for warranty parts and/or products and will be charged to the customer/warranty claimant at the time said parts and/or products are shipped from ELECTRIC WHEELS. ELECTRIC WHEELS, at its sole discretion, has the option of replacing with a new part, or factory re-certified part. The Limited Warranty stated herein is in lieu of and expressly excludes all other warranties not expressly set forth herein, whether expressed or implied by law or otherwise, including, but not limited to, any warranties for merchantability and/or fitness for any particular purpose. ELECTRIC WHEELS shall in no event be liable or responsible for incidental or consequential losses, damages or expenses in connection with their products. The liability of ELECTRIC WHEELS hereunder is expressly limited to the replacement of goods complying with this warranty or at the sole discretion of ELECTRIC WHEELS to the repayment of an amount equivalent to the purchase price of the product in question. Shipping & Handling fees will apply to all claims made under this warranty and will be charged to the claimant at the time products are shipped from ELECTRIC WHEELS distribution center.

- **SHIPPING CHARGES INCLUDED IN THE PURCHASE PRICE OF THE MERCHANDISE ARE NON-REFUNDABLE**
- **CUSTOMER IS RESPONSIBLE FOR RETURNING MERCHANDISE AT THEIR OWN EXPENSE.**

Warranty-Mobility Scooters

Models: EW-01, EW-02, EW-07, EW-08, EW-11, EW-20, EW-21, EW-29, EW-32, EW-36, EW-37, EW-38, EW-42, EW-44, EW-52, EW-54, EW-66, EW-72, EW-74, EW-77.

Three Year Limited Warranty

Three (3) years from the date of purchase on all structural frame components; Seat post and frame.

One Year Limited Warranty

One (1) Year from the date of purchase, if any part or electronic component of the scooter is found upon examination to be defective in material and/or workmanship, it will be replaced at E-Wheels' discretion.

The batteries are warranted by E-Wheels for 2 months after the purchase of the Unit.

Labor and service calls are NOT included: The purchaser is responsible for the delivery to the authorized repair facility. Satisfactory proof of purchase is always required for warranty service. Please contact the dealer/company from whom you purchased your E-Wheels product.

SHIPPING - DOMESTIC: Parts will be provided under warranty at no charge. All warranty items will be shipped via UPS Ground. Shipping fees will be at the expense of the purchaser.

SHIPPING - INTERNATIONAL: Parts will be provided under warranty at no charge, but shipping to any offshore and/or international location will be the responsibility of the purchaser. International and offshore end-users must contact E-Wheels directly to initiate the warranty process.

ONE-YEAR WARRANTY EXCEPTIONS

MOTOR: In cases where there is an increase in the operational noise level, the warranty does not apply.

(An increase in operational noise level usually occurs due to excessive strain on the scooter).

SERVICE: Warranty service can be performed by E-Wheels or by an authorized service facility. Do not return faulty parts to E-Wheels without prior consent. A request for a Return Authorization is required prior to returning items. All transportation costs and shipping damage incurred while submitting units and/or parts for repair or replacement are the responsibility of the original purchaser.

WARRANTY EXCLUSIONS: This warranty is only given to the original purchaser of the Scooter.

This Warranty excludes:

Battery Charger: The charger carries a 30-day warranty.

Consumable items which may need replacing due to normal wear and tear (tires, tubes, belts, bulbs, upholstery and seating, throttle, brakes, motor brushes, fuses, plastic shrouds and footrest covers)

Damaged caused by: battery fluid spillage or leakage, abuse, misuse, accident, negligence, improper operation, excessive loading, maintenance, storage, commercial use, or use other than normal.

Used other than for the purpose of the purchaser's mobility.

Repairs and/or modifications made to any part of the scooter without specific and prior consent from E-Wheels.

Labor, service calls, shipping (including warranty claims), and other charges incurred for repair of the product are not approved by E-Wheels unless authorized.

Batteries: Batteries carry a limited warranty which is subject to a stringent wear and tear clause. Any battery faults due to a defect in the original manufacture will normally become obvious within the first two months of use. Any gradual deterioration in performance after this period is normally associated with fair wear and tear, misuse or accidental damage and as such is not covered by the manufacturer's warranty. There is no other express warranty.

Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of the original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded