

24 Month Guarantee

Electric Mobility Euro Limited (the 'Company') guarantees its products as defined in the conditions below against defects in materials and workmanship under normal use from the date of purchase by the original retail purchaser. The Guarantee covers the cost of parts and materials only. Services performed by the Company in replacing the parts or materials may be subject to additional charges for labour, packaging and transportation.

The Company applies the Guarantees Periods to the following components:

- Guarantee Period on supplied battery and charger; 12 months;
- Guarantee Period on all other items; 24 months (excluding general wear and tear consumable parts).

If a defect or fault arises then the dealer where the product was purchased should be notified immediately. For any valid claim following a dealer assessment that is received within the Guarantee Period, at its option, the Company may either

- (1) repair the defect at no charge, using new or replacement parts;
- (2) replace the defective part with a new part or a part that is either the same as, or functionally equivalent to, the original part;

A replacement product or part assumes the time remaining on the Guarantee Period of the original product or 30 days from the date of replacement or repair, whichever provides longer coverage. When a product or part is exchanged, any replacement item becomes the property of the consumer and the replaced item becomes the Company's property.

Product replacement, or with an alternative equivalent product, is at the discretion of the dealer or retailer. Any refund provided is also at the discretion of the dealer.

Exclusions and Limitations

The Guarantees do not apply to the following:

- (1) damage caused by accident, abuse, misuse, flood, fire, earthquake or other external cause;
- (2) damage caused by operating the product outside the permitted or normal use;
- (3) damage caused to products that were not operated, serviced, transported or stored in accordance with the Owner's Manual;
- (4) damage caused to products due failure to follow instructions, warnings and notices as stated in with the Owner's Manual;
- (5) to a product or part that has been modified, adjusted or repaired otherwise than in accordance with the Owner's Manual or with the express written authority of the Company;
- (6) normal maintenance, service or periodic adjustments necessitated by typical domestic use.
- (7) to normal wear and tear consumables, which include but is not limited to the following parts where fitted; tyres, inner tubes, lubrication, oil seals, brake shoes, mirrors, bulbs, upholstery, seating, motor brushes, fuses, handgrips, locks, keys etc.
- (8) Noise, vibrations or characteristic that does not compromise the quality, safety or performance of the product.
- (9) Overloading of the product as stipulated within the Owner's Manual and on product CE label.
- (10) Repairs are undertaken prior to the Company being informed of the circumstances.

In addition to the above, the Company shall be under no liability in respect of any defect arising from willful damage, negligence, or misuse.

The Guarantees only apply to the original purchaser and are non-transferable.

Except in respect of death or personal injury caused by the Company's negligence, the Company shall not be liable by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the terms of the Guarantees, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by the negligence of the Company or its employees or otherwise) which arise out of or in connection with the supply of the product(s) or their use or resale, and the entire liability of the Company under or in connection with the products and the Guarantees shall not exceed the price paid for the products.

Any descriptions, specifications, samples, models, bulletins or similar materials used in connection with the sale of products by the Company are only for information and should not be construed as warranties.

The consumer's statutory rights are not affected by the Guarantees.

The Guarantees only apply to the domestic non-commercial use only.

If you encounter a problem that a dealer does not resolve to your satisfaction, please discuss it with the dealership's management. If you are dissatisfied with the decision made by the dealership's management, please contact the Company for further advice.