

# *Ride the Glide*

## Electric Bike Limited Warranty

### What is Covered

The limited warranty covers all parts and components against defects in materials and workmanship of the e-bike. Any replaced parts will be covered under warranty for the remainder of the warranty term.

### What is Not Covered

- This limited warranty does not cover any damage sustained to the e-bike either by the owner, negligence of the owner or otherwise
- This limited warranty does not cover any damage caused by the owner modifying, attempting to fix, or otherwise altering the e-bike
- This limited warranty does not cover against wear and tear of the e-bike by either normal or abnormal use
- While this limited warranty does cover wearable parts against defects, it does not cover against wear of parts such as but not limited to brake pads, cables, gears, chains, tires or tubes
- This warranty will be void if the product is not suitably maintained and kept as deemed acceptable by Ride the Glide, which includes charging the battery a minimum of every 3 months

### How Long Does this Coverage Last

This limited warranty lasts 2 years from the date of original purchase of the e-bike, with the option to purchase a third year at the time of original purchase. The frame will be covered one extra year for a total of 3 years.

### Who is Covered

This limited warranty covers only the original purchaser of the e-bike. The limited warranty is transferable with a \$50 transfer fee to subsequent owners or purchasers of the e-bike. Must be able to provide proof of original purchase if requested by Ride the Glide, original purchaser with original receipt must be present for warranty to be transferred.

### How to Obtain Service

Contact Ride the Glide by phone or email detailing the issue with your product as soon as the issue is noted, within a reasonable time frame. If the issue persists contact within 48 hours, so the issue can be dealt with in a timely matter that mitigates any further or worsening issues. For diagnosing purposes all components of the e-bike including battery and charger must be delivered for warranty service unless otherwise specified by Ride the Glide. **Phone:** 250-889-9512 **Email:** info@ridetheglide.ca

## Local Customers

Local customers may bring their e-bike in for warranty service to Ride the Glide at their Wharf Street location during business hours or may request pick up and or on-site service, depending on the nature of the service needing to be done. On-site warranty service will be subject to a fuel charge.

## Other Customers

All customers located outside of Victoria may either deliver or ship their e-bike to Ride the Glide to their Wharf Street location during business hours. All warranty related shipping costs (including return shipping) are the sole responsibility of the customer. Confirm delivery address prior to shipping.

307-1208 Wharf St

Victoria, BC V8W 3B9

## What Ride the Glide Will Do

- Offer unlimited free tune-ups in the first year of ownership
- Repair the part/e-bike
- Replace the part
- If after a reasonable number of attempts to fix the e-bike (as determined by Ride the Glide) are unsuccessful Ride the Glide will replace the whole e-bike
- If fixing or replacing the e-bike does not result in a satisfactory resolution of the issue Ride the Glide will issue a full refund less a 15% re-stocking fee, up to 6 months after the initial purchase date. After 6 months Ride the Glide will offer a refund at their discretion based on the condition of the e-bike. If the e-bike is in deplorable or un-maintained condition, as deemed by Ride the Glide they reserve the right to not issue any refund
- Will waive labour fees for service related to warranty work

## What Ride the Glide Will Not Do

- Will not offer any refund for an e-bike that is deemed, by Ride the Glide, to be in deplorable, un-maintained or non-resalable condition
- Does not assume the risk of loss or damage during shipment to or from the customer at any point
- Will not cover any warranty or otherwise, related shipping costs

## No Other Express Warranty Applies

This warranty is the sole and exclusive warranty. No employee, dealer or other person is authorized to alter this warranty or make any other warranty on behalf of Ride the Glide.

## Limitation On Liability

Electric bikes are motorized vehicles and as such have inherit potential for danger. All customers assume their own liability and it is their own responsibility to mitigate risk for injury or damage to themselves and others. Ride the Glide shall not be responsible for any incidental or consequential damages. Ride the Glide recommends abiding by all local laws and strongly wearing appropriate safety gear, including wearing a helmet while riding and reflectivity when riding at night.