



## Warranty

### 1. Standard Warranty

Byocycles LTD warrants by way of replacement components, to items purchased new from an approved reseller subject to the terms and conditions set out below in items 3-8 for a period of **one year**.

### 2. Extended Warranty

Your warranty will be upgraded to an extended two year warranty on all components listed below provided your new Byocycles Bike is registered on our website within 3 weeks of purchase (please speak to your reseller if you need assistance)

### 3. Bicycle Components

Byocycles LTD warrant all components excluding consumable items.

### 4. Electrical Components

Electrical Components including Controller, LED or LCD Display, Pedelec Sensor, battery, motor and charger.

### 5. Battery

- a. Battery capacity is warranted not to fall by more than 22% in the first year after purchase.
- b. If you have Extended Warranty the battery capacity is warranted not to fall by more than 40% during the second year of purchase.
- c. Your battery warranty will be void if any attempt is made to open the battery by anyone other than Byocycles trained technicians.

### 6. Frame and Forks

- a. Your frame and fork have a 2 year warranty.
- b. If you have extended your warranty, it is extended to 3 years.

### 7. Your warranty does not cover damage due to the following

- a. Improper use, servicing, assembly or maintenance
- b. Wear and tear to consumable items such as: tyres, saddles, innertubes, chains, chainwheels, freewheels/cassettes, brake pads, cables, handlebar grips, bottom brackets, headset or frame bearings.
- c. Corrosion, rust, hairline cracks in paint, chips in paint, water damage, the results of metal fatigue.
- d. Failure or loss cause by accident, misuse, abuse and theft.
- e. Neglect (poor care and maintenance) overloading with excessive weight and towing
- f. Incorrect assembly
- g. Modifications to the bike and the mounting of accessories, this includes changing any part.

## 8. General Conditions of Warranty

- a. Your bike will only be covered under this warranty if the cycle was purchased from an official Byocycles Reseller
- b. Only the first owner of the bicycle is covered by this warranty, and 2<sup>nd</sup>, 3<sup>rd</sup> and so on users are not covered by any kind of warranty.
- c. You must be able to provide proof of purchase with date of purchase if requested.
- d. All warranty work must be undertaken by an approved Byocycles reseller
- e. Warranty includes the cost of replacement parts and return shipping only. No labour charge is expressed or implied, this is down to the individual retailer to decide.
- f. Claims for loss of use or compensation of any kind are excluded and will not be warranted under any circumstances.
- g. In the event of a claim for warranty, the original warranty period will not extend.
- h. Your warranty will be null and void if you elect to repair a defective component yourself or if you use a replacement component not supplied by Byocycles or an approved reseller.
- i. In the case of a claim for a damaged frame, the frame or complete bike (cleaned) must be sent to Byocycles for examination. Byocycles reserve the right to charge for any labour/delivery/collection.
- j. Disassembling any part or component beyond which is shown in the users manual is a complete void of warranty.

Your statutory rights remain unaffected.