

## **Etricitybikes Guarantee**

This warranty applies to all bikes purchased through Etricitybikes.com

The bike is covered for one year from date of purchase.

### **Items covered:**

All components of the bicycle are covered for one year.

Exceptions:

Wear and tear items, for example items such as tyres, chains ,brakes , frame scuffs.

If the bike has been modified in any way or we feel the bike has been given excessive harsh treatment through for example impact.

Paintwork: this has a one year warranty, provided the paint has not been broken through to the frame by misuse or accident damage.

Failure of components caused through misuse, lack of servicing and/or care: Looking after your bike is important; keep it clean, well serviced and use it for what it's intended for. If you push a bike past what it was designed to do then failures will be more likely and not covered under your warranty.

Cancellations, refunds, Returns

If you cancel your Contract with Etricitybikes, Etricitybikes will:

- (a) refund you the price you paid for the Goods. However, please note we are permitted by law to reduce your refund to reflect any reduction in the value of the Goods, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the Goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount;
- (b) refund any delivery costs you have paid; and
- (c) make any refunds due to you as soon as possible.

If you have returned the Goods to us because they are faulty or mis-described, we will refund the price of the Goods in full, together with any applicable delivery charges.

We will refund you on the credit card or debit card used by you to pay

## **Need to make a warranty claim?**

Please contact us via the Etricitybike.com website. If you find yourself needing to make a warranty claim then please return your bike in its current condition in ideally it original box back to Etricitybikes.