



## PowaCycle Warranty and Return Policy

### Warranty Information

PowaCycle's electric bikes are guaranteed against manufacturing defects and the following terms apply:

- The frame has a warranty of 2 years.
- Other main parts have a warranty of one year. This includes mechanical and electrical parts.
- The battery is covered by a 6 month warranty as battery life will be determined by user care and recharging frequency
- Bulbs, brake blocks, inner tubes, tyres, chain, cables etc – are regarded as consumables. When consumable replacements are required, these need to be purchased from your local cycle shop or store.

### Powacycle Returns Policy (UK only)

- Seven Day Cooling Off Period

Goods to be returned during the cooling off period, must be notified to PowaCycle in writing within 7 days of the receipt of goods. Such goods must be returned in an "as new" condition in the original packaging and unused. The refund will cover the cost of the goods, but will exclude the non-refundable delivery charge. The cost and risk of returning goods is the responsibility of the customer. The customer should arrange their own shipping back to PowaCycle and ensure that the parcel is adequately insured.

- Faulty Goods

a) Faulty goods notified to us WITHIN seven days of delivery will be collected, repaired or replaced\*\*, and redelivered free of charge. Note: At our discretion we may decide to issue a full refund\* instead of providing a repair or replacement.

b) Faulty goods notified to us AFTER seven days and within the warranty period are to be returned to PowaCycle at the expense and risk of the customer. The customer should arrange their own shipping back to PowaCycle and ensure that the parcel is adequately insured. Goods that are repaired or replaced\*\* under warranty will be re-delivered free of charge. Note: At our discretion we may decide to issue a refund\* instead of providing a repair or replacement.



- [Terms and Conditions](#)

- \* Refunds are dependant on the condition of the goods received back. Damaged or incomplete goods will not be refunded in full. Goods damaged as a result of misuse will be subject to a repair and redelivery charge. The customer will be advised of all chargeable repairs before such work commences.

- \*\* Repairs or replacements will be made free of charge within the warranty period, only where the fault is not caused by misuse of the product or through normal wear and tear. Goods damaged as a result of misuse will be subject to a repair and redelivery charges. The customer will be advised of all chargeable repairs before such work commences.