



OUR WARRANTY POLICY

The specific limited warranty covering your Denago branded ebike/bicycle purchased from BIKE.com ebike/bicycle is governed by the law of the state in the United States of America or province in Canada in which it was purchased and applies only to the ebike/bicycles purchased directly from BIKE.com or an authorized BIKE.com Retailer.

After reviewing our warranty policy, if you believe you have a warranty claim, please complete the following at BIKE.com/claim

FRAMES AND FORKS:

Denago ebikes are warranted for 2 years against manufacturing defects in materials and/or workmanship for the original owner.

COMPONENTS (TRADITIONAL BIKE and EBIKE parts:

The following components are covered for 1 (one) year against manufacturing defects in materials and/or workmanship for the original owner. These items are- stem, handlebar, seat post, seat/saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, branded fork (not made by Denago) motor, throttle, controller, wiring harness, LCD display, battery, kickstand, reflectors, and hardware. Some items might have additional warranty provided by manufacturer and would be available by supplier directly.

Note this does not cover normal wear products. The following items are NOT COVERED- tires, tubes, brake pads, housing, grips, chain, spokes

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Corrosion on electrical components is not covered by the warranty. You should dry the contacts on the battery and other electrical parts to prevent corrosion and oxidizing. Electrical contact cleaner can be used to keep connections clean if needed. In extreme weather (for example, in a community where roads are salted in winter) you can apply battery terminal grease as a preventative.

SHIPPING DAMAGE:

This is NOT a WARRANTY, but we still need your help on completing our attached claims form. ALL SHIPPING DAMAGE CLAIMS must complete the attached claim for and must be made within 48 (Forty-Eight) hours after receipt of product from BIKE.com/claim. It is helpful to speed the process if the damage is noted upon receipt directly with the Logistics Company (UPS, FEDEX, USPS, LTL, Other) and a claim number is obtained

TERMS OF LIMITED WARRANTY:

This limited warranty is not meant to suggest or imply that the ebike/bicycle cannot be broken or will last forever. It does mean that the ebike/bicycle is covered subject to the terms of the limited warranty. This limited warranty applies only to the original owner of an BIKE.com ebike/bicycle and is not transferable to subsequent owners. This limited warranty is void if the ebike/bicycle is subjected to abuse, neglect, improper repair, improper maintenance, alteration, modification, an accident or other abnormal, excessive, or improper use. This limited warranty applies only to ebike/bicycles purchased in fully assembled and adjusted condition from Authorized BIKE.com Retailers or other outlets specifically authorized by BIKE.com to distribute BIKE.com ebike/bicycles. Damage resulting from normal wear and tear, including the results of fatigue, is not covered. Fatigue damage is a symptom of the frame being worn out through normal use. It is one kind of normal wear and tear, and it is the owner's responsibility to inspect his/her ebike/bicycle. Damage resulting from improper assembly or maintenance, or from installation of parts and accessories not compatible with the BIKE.com ebike/bicycle, is not covered. All labor charges for warranty service are the responsibility of the ebike/bicycle's owner. In the event that the processing of a warranty claim requires shipping, any such shipping charges are the responsibility of the ebike/bicycle's owner. During the duration of this limited warranty, BIKE.com will either repair any defective frame or component, or, at our option, replace any defective frame or component with the same or most nearly comparable model or component then available.

THIS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. ANY AND ALL OTHER REMEDIES AND DAMAGES THAT MAY OTHERWISE BE APPLICABLE ARE EXCLUDED, INCLUDING, BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES. THIS IS THE ONLY WARRANTY MADE BY BIKE.COM ON ITS FRAMES AND COMPONENTS, AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ANY WARRANTIES THAT MAY OTHERWISE BE IMPLIED BY LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

This Limited Warranty gives the consumer specific legal rights. The consumer may also have other legal rights which vary from state to state or country to country. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages or warranties, so the above limitations or exclusions may not apply to you. If it is determined by a court of competent jurisdiction that a certain provision of this limited warranty does not apply, such determination shall not affect any other provision of this limited warranty and all other provisions shall remain in effect.

HOW TO MAKE A WARRANTY CLAIM

If you believe your Denago ebike purchased from BIKE.com has a warranty issue, please contact our customer service team at cs@BIKE.com or call 877-755-2453 (BIKE) or contact the retailer where you purchased your bike from.

A warranty request form must be initiated by you as the customer. This file is located online or thru this link- [BIKE.com/claim](https://www.bike.com/claim)

EXCLUSION FOR RENTAL, LIVERY, AND FLEET USE CLAIM

Denago ebikes are intended for use by end consumers under recreational riding conditions. Rental fleets, delivery services, and other fleet use where ebikes are in continuous use creates special demands on components and dramatically increases wear and tear. As a result, the Denago warranty does not apply to ebikes used in fleet environments. Ebikes used in these types of environments require more frequent and significant maintenance to maintain performance. If you are interested in using Denago ebikes as part of a fleet, please contact our customer support team directly for guidance."

CS@BIKE.com or 1-877-755-2453(BIKE)

