

For questions regarding warranty issues, please call the Emu helpline on 0203 797 7555

EMU BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.  
IT IS AGREED THAT EMU'S LIABILITY UNDER THIS WARRANTY SHALL BE NO GREATER  
THAN THE AMOUNT OF THE ORIGINAL PURCHASE PRICE AND IN NO EVENT SHALL  
ALL OF THE REMEDIES AVAILABLE TO THE ORIGINAL OWNER ARE STATED IN THIS DOCUMENT.  
NO OTHER REPRESENTATION SHALL CREATE ANY WARRANTY REGARDING THIS BICYCLE.  
EMU DOES NOT AUTHORISE OR ALLOW ANYONE, INCLUDING ITS AUTHORISED SERVICE CENTRES  
TO EXTEND ANY WARRANTY, EXPRESS OR IMPLIED, FOR EMU.  
THIS IS A FULL AND COMPLETE STATEMENT OF EMU'S WARRANTY.



## THE ELECTRIC BIKE

### EMU ELECTRIC BICYCLE COMPANY LIMITED 2 YEAR WARRANTY POLICY FOR ELECTRIC BICYCLES

Emu electric bicycles are sold through our website and leading retailers and we provide each original purchaser of a new Emu bike a 2 year warranty valid at time of purchase against defect in materials and workmanship as follows:

#### 2 YEARS

Frame, motor, battery & charger, controller & display and sensors.

# TERMS OF LIMITED WARRANTY

This warranty covers Emu branded electric bicycles.

The Warranty is conditional upon the bicycle being operated under normal conditions and use, and properly maintained.

To exercise your rights under this Warranty, present the bicycle to an Emu authorised service centre or email enquiries@emubikes.com with details and photos, together with a copy of the invoice which identifies the bicycle or frame serial number.

Emu authorised service centres are authorised to perform a warranty service under this Warranty. Should the bicycle, frame, or any part be determined by Emu to be covered by the Warranty, it will be repaired or replaced at Emu's sole discretion. Please be aware that an exact warranty replacement may not be possible.

The original owner shall pay all labour charges connected with the repair or replacement of all parts. Under no circumstances does this Warranty include the cost of travel or shipment to and from an authorised Emu service centre. Such costs, if any, shall be borne by the purchaser.

An annual service from one of Emu's authorised service centres is a condition of the Warranty.

Every EMU Electric bicycle has a useful product life cycle as does its parts. Non standard use, including without limitation, use in competitive events, jumping aggressive riding, riding with loads greater than the maximum load permitted, can dramatically reduce the useful product life of the Emu Bicycle. Evidence of wear and tear will be taken into account when claims are made under this warranty. We also advise regular cleaning of the product to avoid corrosion.

**ALL EMU ELECTRIC BICYCLES SHOULD BE CHECKED ANNUALLY BY AN AUTHORISED EMU SERVICE CENTRE IN GREAT BRITAIN for servicing and a general check of maintenance.**

This limited Warranty is not transferrable and does not apply to:

- Normal wear and tear, wear and tear parts (**as listed below**) are subject to damage as a result of normal use
- Failure to service according to Emu's recommendations
- Riding or use in conditions or applications other than those recommended.
- Corrosion
- Damage or failure due to accident, collision, crash, misuse, abuse, neglect or force majeure.
- Improper assembly or installation.
- Improper alteration or installation of components, parts or accessories not originally intended for or compatible with the Emu electric bicycle as sold.
- Failure to perform maintenance or servicing at appropriate intervals based on the Emu manual and instructions and supported by records of such maintenance.
- Emu electric bicycles not purchased new from an authorised Emu outlet.

## WEAR AND TEAR PARTS

Bearings	Shifter and brake cables and casings
Brake pads	Shifter grips
Cassettes	Sprockets
Chains, chainring and sprockets	Stripped threads/bolts
Handlebar grips	Tyres & tubes
Lights	Tools
Paint finishes and decals	Transmission gears
Saddle	Wheel rims & spokes