

# Zoomo AU Outright Sales Warranty Policy

## Our Promise

If you are not completely obsessed with your new Zoomo product, you are welcome to return it within 14 days of purchase, provided it is still in its original condition. You can expect a refund to your credit card within 7 to 14 working days after we have received your return. Customers are responsible for the return shipping costs unless the product is defective or when an error has occurred filling the order.

## Warranty Inclusions

This warranty is expressly limited to the replacement of defective frame, or defective parts and is the sole remedy of the warranty. This warranty applies only to original owners and is not transferable. Claims under this warranty must be made directly to Zoomo.

The table below outlines the items covered by the Warranty in relation to different models and components.

Component	Model	Duration of warranty by age of bike at purchase				
		New	6 months or less	6 to 12 months	12 - 24 months	24+ months
Frame, solid fork and rack	Zoomo Sport & Zoomo Zero	7 years	7 years	6 years	5 years	4 years
	Other models	2 years	18 months	12 months	12 months	None
Suspension fork	Zoomo Sport & Zero	2 years	18 months	12 months	12 months	None
	Other models	12 months	9 months	6 months	3 months	None
Electrical (Battery, motor, display, lights) Excludes physical damage and cut cables	Zoomo Sport & Zero	18 months	12 months	3 months	3 months	None
	Other models	12 months	9 months	6 months	3 months	None
Other components - Drivetrain: excludes chains and cassettes - Wheels: covers motor, hubs and rim cracks. Excludes spokes - Brakes: covers levers and callipers. Excludes brake pads. - Seat	Zoomo Sport & Zero	12 months	9 months	6 months	3 months	None

## Warranty exclusions

Your warranty excludes:

- Normal wear and tear
- Damage due to commercial use. This product is intended to be used for personal use only.
- Damage due to accidents, neglect, inadequate maintenance or abuse
- Improper assembly (after leaving the place of purchase)
- Modification or alteration of the frame or components
- Your warranty is void if evidence of salt, sand, or water damage are present within the components
- Any bike that is greater than 2 years old at the time of purchase is not covered by any warranty.
- Any bike that is subject to a credit card chargeback in any amount, until the credit card chargeback has been resolved
- Any bike that has been transferred. This warranty is not transferable in any way and may not be exercised by anyone other than the original buyer, only if the buyer has retained constant ownership of the bicycle since their original purchase.

Zoomo is not liable for any financial loss and/or prevention of profit and/or any consequential loss that may be caused by non-standard usage of the product. We hereby inform the buyer that Zoomo is not responsible for any liability that may occur which could possibly apply to the product and/or its user due to the usage of the product and that the customer alone is solely responsible for third party insurance and/or other insurance as required by the nature of the particular product. Zoomo is not responsible for any possible damage including bodily harm and damage to property.

## Warranty start date

- The Warranty starts at the time of bike purchase (purchase outright or Rent-to-Own).

## Age of bike

- The age of the bike is determined from the date of assembly.

## Returns

### **New bikes**

- All new bikes purchased (outright or Rent-to-Own) have a 14 days returns policy. All bikes sold within this period are entitled to a full refund less any delivery costs, provided the bike is still in its original condition.

- All new bikes returned (outright or Rent-to-Own) with detected defects within 14 days will be given an exchange or a full refund. Any associated delivery costs incurred will be borne by Zoomo.
- For bike returns and exchanges after 14 days with detected defects, the buyer bears all return delivery costs

### **Refurbished bikes**

- All refurbished bikes purchased outright have a 7 day returns policy. All bikes sold within this period are entitled to a full refund less any delivery costs, provided the bike is still in its original condition.
- All refurbished bikes returned with detected defects within 7 days will be given an exchange or a full refund. Any associated delivery costs incurred will be borne by Zoomo.
- For bike returns and exchanges after 7 days with detected defects, the buyer bears all return delivery costs

## Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## Warranty Claim

If you consider your purchased product is not of acceptable quality or has latent defect (this includes any inherent fault) or require replacement or repair, you should:

- Stop using the product
- Contact Zoomo via email ([hello@ridezoomo.com](mailto:hello@ridezoomo.com)) or the [support portal](#)