

## ZOOMO RETURNS AND WARRANTY POLICY UK

### 1 APPLICATION OF THIS POLICY

This policy is for:

- (a) outright purchases; and
- (b) “buy now pay later” purchases,

of any new and refurbished Zoomo e-bike from us, Zoomo London Ltd (CRN: 11309092) in the UK.

This policy does not apply for any accessories or parts.

### 2 RETURNS

If you are not happy with your e-bike, you are welcome to return it within:

- (a) for new e-bikes, 14 days; or
- (b) for refurbished e-bikes, 7 days,

of the date of purchase for a refund of your full purchase price.

To be eligible for a return, your e-bike must be in the same condition as when it was given to you. We will also require a receipt or proof of purchase.

Please return the e-bike to any of our retail locations in the UK. You are responsible for the cost of returning the e-bike.

We will then inspect your e-bike. If we accept your return, we will process your refund to your original payment method within 14 days.

### 3 WARRANTY

We offer a warranty for manufacturing defects in the frame or certain parts.

Details of the length of the warranty and which parts are covered by the warranty are set out in the table below.

The warranty does not include:

- (a) normal wear and tear;
- (b) defects that are not manufacturing defects;
- (c) damage because of an accident, neglect, inadequate maintenance or using the e-bike improperly; and
- (d) modifications or alterations to the frame or parts.

In addition, the warranty, does not apply:

- (e) if there is evidence of salt, sand, or water damage to the e-bike;
- (f) to any refurbished e-bikes more than 2 years old at the time of purchase;
- (g) if the payment method used to buy the e-bike is subject to a chargeback. The warranty will only apply once the chargeback has been resolved; and
- (h) if you are not the original owner of the e-bike. Only the original owner may benefit from the warranty and must have retained constant ownership of the e-bike since the date of purchase.

Component	Age of Bike and duration of Warranty	
	New	New - 18 months
Frame, solid fork and rack - Zoomo Bike - Other manufacturers	5 years 2 years	5 years 2 years
Suspension fork - Zoomo Bike - Other manufacturers	2 years 2 years	12 months 3 months
Electrical (Battery, motor, display, lights) - Zoomo - Other manufacturers  Excludes physical damage and cut cables	2 years 2 years	3 months 3 months
Other components - Drivetrain: excludes chains and cassettes - Wheels: covers motor, hubs and rim cracks. Excludes spokes - Brakes: covers levers and callipers. Excludes pads. - Seat	2 years 2 years	3 months

**4 MAKING A WARRANTY CLAIM**

To make a warranty claim, please contact us via email to [hello@ridezoomo.com](mailto:hello@ridezoomo.com) or via our support portal online with details and pictures of the defect. Depending on the defect, we may ask you to provide additional information.

We also reserve the right to inspect the e-bike before accepting your warranty claim.

For the avoidance, you are to bear the cost of returning the e-bike.

If we determine the warranty applies for the defect, we will repair or replace the defective frame or part.

5 **CONSUMER LAW**

Nothing in this warranty is intended to limit the operation of or exclude any rights and guarantees you have under the Consumer Rights Act 2015 or Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Under these UK consumer laws, you may be entitled to certain remedies (like a refund, replacement or repair) if there is a failure with the goods or services we provide.

6 **GPS DATA TRACKING**

Zoomos e-bikes are equipped with an IoT system enabling you to track the GPS location (“the Location Data”) of your e-bike via the Zoomo App when the IoT system is powered. Zoomo shall not access this Location Data unless you request a recovery service from Zoomo as per clause 7 of this Agreement. In the event Zoomo carries out a recovery service, you agree for Zoomo to make use of the Location Data to track down and recover the e-bike for you.

7 **RECOVERY**

If your e-bike gets stolen by a third party, or is missing, you have the option to report this to Zoomo. Zoomo will attempt to recover the e-bike and return it to you. If the recovery was successful Zoomo, will be charging you £100 (one hundred pounds Sterling) for the recovery efforts. If repairs are required you can choose whether you want Zoomo to repair the e-bike to our regular repair prices.