

RETURNS AND WARRANTY POLICY FOR AUSTRALIA

1. APPLICATION OF THIS POLICY

This policy is for outright purchases of any new and used Zoomo e-bike from us, Zoomo Pty Ltd (ABN: 25 617 521 150). Our business address is Unit 7, City Close Industrial Estate, 37-41 O'Riordan Street, ALEXANDRIA NSW 2015.

If you have any questions, please contact us on (02) 8054 0898 or via email at hello@ridezoomo.com. This policy does not apply for any accessories or components not set out in the table below.

2. RETURNS

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

1. for new e-bikes, 14 days; or
2. for used 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 Australia. 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 components.

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

The warranty does not include:

1. normal wear and tear;
2. defects that are not manufacturing defects;
3. damage because of an accident, neglect, inadequate maintenance or using the e-bike improperly; and
4. modifications or alterations to the frame or components.

In addition, the warranty does not apply:

1. if there is evidence of salt, sand, or water damage to the e-bike;
2. 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
3. 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.

The warranty does not limit and is in addition to the rights and remedies available to you under the law.

Component	Model	Duration of warranty by age of bike at purchase	
		New	Used
Frame, solid fork and rack	Zoomo Sport & Zero	2 years	3 months
	Other models	2 years	3 months
Suspension fork	Zoomo Sport & Zero	2 years	3 months
	Other models	1 year	3 months
Electrical (Battery, motor, display, lights)	Zoomo Sport & Zero	2 years	3 months
Excludes physical damage and cut cables	Other models	1 year	3 months

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	2 years	3 months
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4. MAKING A WARRANTY CLAIM

If you would like to make a warranty claim please contact us via email at hello@ridezoomo.com or via our online support portal via the Zoomo app. In making the warranty claim, please ensure to provide:

1. full details of the fault; and
2. if possible, pictures of the fault.

If we determine, at our discretion, your ebike may be faulty, we will request you to take your e-bike to any of our stores for further inspection. You are responsible for any costs associated with getting your e-bike to our store. The addresses for all our stores are available on our website at www.ridezoomo.com.au.

Once we have had a chance to inspect your e-bike, if we determine, at our discretion, that your e-bike is faulty and covered by the warranty, we will repair the fault at our cost.

How we repair a fault is at our discretion. We may, for example, choose to replace your e-bike entirely, or replace a faulty component with a similar but not identical component.

5. CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

6. NO OTHER WARRANTIES

To the maximum extent permitted by law, all express or implied representations and warranties not expressly stated in this policy, or in written terms and conditions issued by us, are excluded.

7. LIABILITY

To the maximum extent permitted by law, we exclude any liability that may arise as a result of you pursuing a warranty claim in accordance with this policy.

8. JURISDICTION

This policy is governed by the laws of New South Wales, Australia