

## APPENDIX D: SATISFACTION GUARANTEE AND LIMITED WARRANTY

### Satisfaction Guarantee

We guarantee that you will love your ElliptiGO bike. If you purchased your ElliptiGO directly from ElliptiGO you can return it for any reason within 30 days of purchase for a full refund, less return shipping charges, if any. Any item that is damaged or is missing parts for reasons not due to our error may receive a partial refund, which would be communicated upon receipt of the return. Just contact us at [service@elliptigo.com](mailto:service@elliptigo.com) to arrange the return and we will send you more details.

If you purchased from an authorized dealer, that dealer's Return Policy will apply instead.

### Limited Warranty

We also guarantee that your ElliptiGO bike will be free from manufacturing defects, including both workmanship and materials, as stated below:

- Five years: Frame
- Two years: Fork, Drive Arms, Crank Arms, and Steering Column
- One year: All Other Components, Paint and Decals

This is the only warranty for your ElliptiGO bike and it is limited to the initial purchaser (it expires upon resale or transfer of the bike to another party).

During the term of this warranty, if you experience a defect in your ElliptiGO bike, we will either repair or replace your bike free of charge, other than return shipping charges, if any. We will decide whether a repair or replacement is appropriate under the circumstances. There are no other entitlements under this warranty beyond reparation or replacement of your ElliptiGO bike as a result of a manufacturing defect.

### Limits to Coverage

This warranty does not cover damage to your ElliptiGO bike resulting from:

- Normal wear and tear
- Improper use (see your Owner's Manual for a detailed discussion of proper and improper use of the ElliptiGO bike)
- Improper assembly of a component or the ElliptiGO bike itself performed by someone other than an authorized representative of ElliptiGO

- Improper servicing of a part by someone not authorized by ElliptiGO
- Failure to perform routine maintenance
- The use of parts other than the original parts or replacement parts purchased from ElliptiGO
- Collisions, crashes, or physical abuse to the ElliptiGO bike
- Neglect or use of the ElliptiGO bike when in a state of disrepair

### Voiding Your Warranty

You void your warranty by:

- Misusing the ElliptiGO bike (see your Owner's Manual for a detailed discussion of proper and improper use of the ElliptiGO bike)
- Exceeding the rider weight limit of 250 pounds
- Making any modification to the ElliptiGO bike frame
- Making any modification to the ElliptiGO bike components

### Claims

To make a claim through this warranty, please contact [service@elliptigo.com](mailto:service@elliptigo.com).

Subject to the laws of the governing jurisdiction, ElliptiGO shall not be responsible for any incidental or consequential damages arising from this offer of warranty or that result directly or indirectly from the use of the ElliptiGO bike. Your rights under this warranty are limited to the reparation or replacement of your ElliptiGO bike, and the decision to repair or replace your ElliptiGO bike resides solely with ElliptiGO. This warranty affords you certain rights that vary by jurisdiction. Any limitations expressed in this warranty do not affect your statutory rights under the law of the relevant jurisdiction. If a court of competent jurisdiction determines that one or more specific provisions contained in this limited warranty cannot be applied, the inapplicability of that provision shall not affect the enforceability of any other provision contained herein and all other provisions shall remain in full effect for the term of the warranty.