

## SATISFACTION GUARANTEE AND LIMITED WARRANTY

### Satisfaction Guarantee

We guarantee that you will love your ElliptiGO® elliptical bicycle. If you purchased your bike directly from ElliptiGO Inc., you can return it for any reason within 30 days of purchase for a full refund, less return shipping charges, if any. It is your responsibility to retain all original packing materials so they can be used in the event of a product return. 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 elliptical cycle will be free from manufacturing defects for the periods 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 product to another party). The warranty applies only to products purchased from ElliptiGO Inc. directly or from an authorized dealer.

During the term of this warranty, if you experience a defect in a component of your kit, we will repair or replace the defective part at our sole discretion. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days. This warranty does not cover any costs for return shipping, labor, installation, transportation, or any other expenses incurred because of the defective part. In certain circumstances and at our sole discretion, in lieu of replacement or repair of a defective part, we may elect to provide a full

refund of the product cost in exchange for the return of the entire product.

### Limits to Coverage

This warranty does not cover damage to your elliptical bicycle resulting from:

- Normal wear and tear
- Improper use (see Owner's Manual for a detailed discussion of proper and improper use of the ElliptiGO)
- Improper assembly of a component or the 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 bike
- Neglect or use of the ElliptiGO elliptical bike when in a state of disrepair

Note that tires, tubes, brake pads, load wheels, track inserts and other wear parts will require replacement over time and are only covered by this warranty for manufacturer's defects.

## SATISFACTION GUARANTEE AND LIMITED WARRANTY

### Voiding Your Warranty

You void your warranty by:

- Misusing the Electric Bike Conversion Kit
- Modifying the Electric Bike Conversion Kit
- Disassembling any of the of the individual Electric Bike Conversion Kit components (e.g. the battery, motor, controller, throttle, brake levers, display)

### Claims

To make a claim, 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 Electric Bike Conversion Kit.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Your rights under this warranty are limited to the reparation or replacement of your product. The decision to repair or replace resides solely with ElliptiGO.

This warranty gives you specific legal rights. You may also have other rights which vary from State to State. Any limitations expressed in this warranty do not affect your statutory rights under the law of your jurisdiction. A court of competent jurisdiction determining that one or more specific provisions contained in this limited warranty cannot be applied 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.