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## MANUFACTURER'S 2-YEAR LIMITED WARRANTY

Please refer to the operating manual for additional warranty information.

### WARRANTY CONDITIONS

You are legally entitled to a warranty of two years, starting from hand over of the bicycle. All warranty claims within the U.S.A. should be sent to Kalkhoff USA by the customer, repair shop or dealer.

As proof of the purchase, keep the receipt in a safe place for the duration of the warranty. For every warranty replacement you will need to show the receipt.

### PREREQUISITES FOR WARRANTY CLAIMS

- The damage is due to faulty manufacturing, material or information.
- The damage or fault was already present at the time of hand over to the customer.
- Compliance with special service intervals as described in the operating manual.

### EXCLUSIONS FROM THE WARRANTY

A right to claim on the warranty exists only for the initial faults of defective parts. The following are excluded from the warranty:

- Damage caused by use in competition, improper use and acts of nature (a description of "Appropriate use as Intended" is found in the operating manual).
- All parts which are subject to wear, except in the case of production or material faults (a list of "Consumable Parts" is found in the operating manual).
- Damage caused by improper or insufficient care and unprofessional repairs, modifications or replacement of bicycle parts. (Detailed care instructions are to be found in the operating manual).
- Damage due to accidents or external influences, provided these are not due to faulty information or production.
- Repairs with used parts or damage resulting from such repairs.
- Special equipment or accessories or nonstandard equipment; especially technical alterations, such as replacement of gear shifter, bicycle fork, alteration of the frame geometry.
- Parts fitted later which, at the time of hand over, did not belong to the standard equipment of the product, or damage resulting from the unprofessional assembly of such parts.

# **DISCLAIMERS / EXCLUSIONS / LIMITATIONS**

## **NO EXPRESS WARRANTY**

Greenlight Bikes, LLC makes no express warranty in connection with the sale or purchase of this or any Kalkhoff brand electric bicycle.

## **DISCLAIMER OF IMPLIED WARRANTIES**

Greenlight Bikes, LLC expressly disclaims the implied warranties of merchantability and fitness for a particular purpose. Some states do not allow the disclaimer of implied warranties, so the above may not apply to you.

## **LIMITATION OF REMEDIES**

In no event will Greenlight Bikes, LLC be responsible for direct, incidental or consequential damages, including without limitation, damages for personal injury, property damage, or other economic or noneconomic losses whether based on contract, warranty, negligence, product liability or any other theory of relief. Some states do not allow the exclusion or limitation of damages, so the above limitation or exclusion may not apply to you.

## **GOVERNING LAW**

Any action, regardless of form, arising out of the purchase of a Kalkhoff brand electric bicycle is governed by the laws of the state of Oregon.

## **ARBITRATION**

Any and all claims arising out of the purchase or use of a Kalkhoff brand electric bicycle shall be subject to mandatory, binding arbitration under the authority of the American Arbitration Association.