

eFOLDi (SunTech UK Limited) WARRANTY

WHETHER YOU HAVE PURCHASED DIRECTLY FROM US OR FROM A DEALER PLEASE ENSURE YOU REGISTER YOUR PRODUCT ON OUR WEBSITE: efoldi.com/register-warranty

1. Warranty Policy

- a. A 12 months' Standard Manufacturer Warranty, from Delivery Date, comes with all eFOLDi Products

2. Warranty Coverage:

- a. The frame, sub frame, forks, steering column and rear wheels;
- b. Defects In certain materials and workmanship of all eFOLDi products;
- c. The motor, charger, controller unit, indicators, horn, brake lever and headlight; and
- d. The battery

3. Not Covered Under Warranty

- a. Damage caused by the owner or any other person not authorised by eFOLDi attempting to modify, fix or alter the product
- b. Damage caused by improper use;
- c. Tyres, inner tubes, fuses, lightbulbs, brake pads & cables, all subject to wear and tear;
- d. If the product has been purchased or transferred from the original purchaser

4. Making a Claim (If purchased directly from eFOLDi (SunTech UK Limited))

- a. In the event of a warranty claim we ask that the problem be reported to us immediately by calling 0203 143 5168 or emailing services@efoldi.com. You must include a completed eFOLDi Return Form, available within the Welcome Pack you received or available on our website: www.efoldi.com

b. Making a Claim (if purchased from a dealer)

Please contact the dealer you purchased directly from to make your claim and follow their agreed process.

5. Processing a Claim

- a. We and our dealers aim to assess and resolve any claims as quickly as possible to the reduce the impact on you, the customer. In some cases that may require the product or part being sent back to a workshop for a full assessment.
- b. This must normally be sent in the original packaging. Replacement packaging can be provided at additional cost. The assessment should be carried out quickly, and a claim will be resolved as efficiently as possible.

6. Claim Resolution

- a. In the event of a claim requiring a replacement part, this will have warranty cover for the replacement part for the remainder of the original warranty period.
- b. In the event of the claim not being covered by warranty, this will be invoiced for a replacement part and shipped once payment has been received.

7. Statutory Rights

- a. Nothing In this Manufacturer's Warranty affects your statutory rights if you have bought the product as a consumer.