**eFOLDi®**
**WARRANTY**

SunTech UK Ltd (t/a eFOLDi)
25 Ormside Way
Holmethorpe Industrial Est
Redhill, Surrey, RH1 2LW
Tel: 0203 143 5268
www.efoldi.com

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

When registering please tick the box if you do NOT wish to be contacted by 'eFOLDI' to see how your initial purchase experience and assessment was and how easy you have found using our products since purchase.

### 1. Warranty Policy (for purchases after 1st January 2025)
A 24 months' Standard Manufacturer Warranty, from Delivery Date, comes with all eFOLDi Products for the mechanical and electrical parts/frames, and 7 years for the battery*
(* See separate battery warranty clause)

### 2. Warranty Coverage:
The frame, sub frame, forks, steering column and rear wheels;
Defects In certain materials and workmanship of all eFOLDi products;
The motor, charger, controller unit, indicators, horn, brake lever and headlight;
The battery*

### 3. Not Covered Under Warranty (See separate battery warranty policy)
Normal wear and tear, which includes but is not limited to the following parts where fitted: batteries, armrest pads, upholstery, tyres, inner tubes, fuses, lightbulbs, brake pads and cables, ferrules, controller etc.
Any overloading of the product, please check the manual for maximum user weight.
The product or part has not been maintained or serviced in accordance with the manufacturer's recommendations as shown in the user instructions and/or the service instructions.
Accessories have been used which are not specified as original accessories.
The product or part having been damaged by neglect, accident or improper use.
Changes/modifications have been made to the product or parts, which deviate from the manufacturer's specifications and repairs have been carried out, before our Customer Service has been informed.
If the product has been purchased or transferred from the original purchaser

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

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
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.
This must normally be sent in the original packaging. Replacement packaging can be provided at additional cost. The assessment should be be carried out quickly, and a claim will be resolved as efficiently as possible.

### 6. Claim Resolution
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.
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
Nothing In this Manufacturer's Warranty affects your statutory rights if you have bought the product as a consumer. This guarantee is subject to the law of the country in which the product was purchased from SunTech UK limited or its authorized dealers or distributors.

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## eFOLDi (SunTech UK Limited) BATTERY WARRANTY CLAUSE
## (for purchases after 1st January 2025)

8. The eFOLDi battery modules are guaranteed for seven (7) years from the date of delivery of purchase of the original retail purchaser of an eFOLDi model mobility scooter or power chair.

9. This guarantee extends solely to the battery modules and does not Include the battery box, electrical connectors, or charger, which are covered by the separate product warranty.

10. This warranty extends solely to the original retail purchaser and is not transferred upon sale, gift, or trade-In to a new owner.

11. The warranty will be void If any charger other than that provided by eFOLDi, specifically for Its mobility scooter and power chair models, Is used at any time to charge the eFOLDi battery.

12. Any attempt to open the outer battery case by any user, dealer, or service agent, without prior authorisation in writing from eFOLDi, will void the warranty

13. Any attempt to tamper with the eFOLDi labelling of the batteries and/or bar codes will deem the warranty as void. You must not remove these labels. If the labels are deemed to have been tampered with and/or swapped when clearly this can be evidenced on review then this will void the warranty as all batteries are batch recorded from manufacture.

14. If eFOLDi deem that the battery has not been maintained In line with the maintenance guidelines of your User Manual, this will void the warranty. Any interim service that you purchase for your mobility scooter or power chair should Include a battery performance check and evidence of service checks should be maintained to support any claim.

15. The warranty Is limited to the service or replacement of the eFOLDi battery module parts supplied by eFOLDi at Its sole discretion through the original supplying dealer or by us as the manufacturer. It does not extend to any labour, carriage, packaging, or other charges that may arise.

16. eFOLDi will require the original supplying dealer's sales Invoice featuring the mobility scooter and its serial number as evidence in any claim.

17. The warranty specifically excludes damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external cause; operating the product outside the permitted or normal use; or not operated In accordance with the Owner's User manual.

18. Any eFOLDi battery purchased separately where the purchaser has not purchased an eFOLDi mobility scooter or power chair, will only qualify for a warranty period of 24 months, all other points of this Battery Warranty clause still apply for the 24 months warranty to be valid.