

What is your E-Scooter warranty?



Sunmono E-bikes Pty Ltd offers the original purchaser of any E-Scooter a warranty against defects in materials and workmanship, as specified below:

FRAMES and FORKS

All frames and forks have a half year warranty.

- This period is for the original owner
- This includes carbon fibre frames and forks
- This excludes suspension forks

COMPONENTS

Below components on Sunmono E-Scooter are covered by the manufacturer's warranty.

- Half YEAR on motor
- Half YEAR on battery

LIMITATIONS AND EXCLUSIONS

This warranty applies only to the original owner of a Sunmono E-bikes and is not transferable to subsequent owners.

The Bicycle / Scooter must be in an assembled condition and accompanied by the original receipt for the bicycle.

The limited warranty does not cover paint damage, rust, corrosion, any modification made to the vehicle, normal wear and tear, improper assembly or maintenance, installation of parts or accessories not originally intended or compatible with the vehicle as sold and costs of installation, assembly and disassembly. The warranty does not apply to damage or failure due to accident, abuse, misuse, neglect or theft.

Costs such as assembly, transport etc. are not covered by the warranty.

TO MAKE A CLAIM

Sunmono E-bikes treat all warranty claims as high priority. Please follow the following steps if you believe you have a valid warranty claim:

Email the following information to our customer service team: info@sunmono.com.au

- Subject - Sunmono E-bikes Warranty Claim
- Name
- Address
- Daytime Phone Number
- Bike Information (model ,year , size)
- Clear images showing
 - Complete assembled bike
 - Serial number
 - Area of bicycle with manufacturing defect
- Proof of purchase
 - Sales Order number or,
 - Receipt/Tax Invoice