



WARRANTY INFO

Every bike is covered under our manufacturer's one year all-inclusive warranty for the original owner against all manufacturing defects. Warranty part will **only** be shipped within the US, if you purchased a bike and had it then shipped to another country, parts will only be sent to the country in which the bike was originally sent. Urban Trail Bicycles warrants this product, including all individual components against defects in material or workmanship as follows:

URBAN TRAIL BICYCLES LIMITED 1 YEAR WARRANTY

Urban Trail Bicycles' bicycle components including frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware are warranted to be free from manufacture defects in materials and/or workmanship for a 1 year period from the date of original purchase. Wear and tear is not covered under warranty. Urban Trail Bicycles' lithium ion batteries are warranted to be free from manufacturing defects in materials and/or workmanship for a 2 year period from the date of original purchase. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

WHAT WILL WE DO TO CORRECT PROBLEMS WITH YOUR BIKE?

If a component is deemed to be defective or damaged without user error we will issue a replacement part. We will assist you in replacing any defective part. We will replace any parts deemed to have been damaged during shipping. We will provide the owner a replacement product if the product can not be repaired after a reasonable number of tries as determined by Rogue Bikes.

WHAT WILL WE NOT DO?

Urban Trail Bicycles will not replace any part without first seeing photos or video of the damaged part. We will not offer warranty service to second owners. We will not replace any part damaged by the user. We will not pay for any third party service or part replacement unless agreed upon **prior** to the fix. We will not pay for return shipping on any damaged or defective product or component.

TERMS OF WARRANTY

This warranty only applies to the original owner of an Urban Trail Bicycles bicycle. This warranty is expressly limited to the replacement of defective parts at the sole discretion of Rogue Bikes. This warranty does not cover any damage or defects resulting from failure to follow instructions in the owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, wear and tear, installation of parts or accessories not originally intended or compatible with the bicycle as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance. Only in extreme cases will an entire replacement bike be issued, in these cases the original bike may have to ship to the Urban Trail Bicycles facility for inspection/repairs before a new bike is sent out. If repairs can be made, a new bike will not always be sent. This warranty does not include consumables or normal wear and tear parts (tires, tubes, brake pads, cables and housing, grips). Urban Trail Bicycles will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts. Shipping damage must be reported to Urban Trail Bicycles within a reasonable amount of time after shipment arrival. In no event shall Urban Trail Bicycles be responsible for any direct, indirect or consequential damages, including without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

CLAIMS

All claims to this warranty must be made through Urban Trail Bicycles . Proof of purchase may be required with any warranty request. Before making a warranty claim, we suggest that you contact our technical support team at support@urbantrailbicycles.com as there may be a simple fix for your problem. Valid warranty claims will be processed through Rad Power Bikes within one year of initial purchase. Warranty claims may be submitted to support@urbantrailbicycles.com

SHIPPING DAMAGE CLAIMS

IMMEDIATELY inspect your product(s) for damage. Freight damage claims are extremely time sensitive. We will not accept Freight damage claims later than 14 days from receipt of product. Note any damage to your product(s) on the Bill of Lading before you and the driver sign-off on the shipment. Take pictures of any damage that is found, and date the images when possible. Keep all packaging and paperwork until the inspection process is complete. Whenever possible, report damage claims within 10 days of delivery to a Urban Trail Bicycles' customer service representative. Please contact our Customer Service department at support@urbantrailbicycles.com or call 1-317-903-8611 for return/replacement instructions.