

## WARRANTY PLAN

# Warranty plan

Effective January 1, 2022:

- Batec Mobility S.L is responsible for any possible defects in new products – lack of conformity – arising from origin or manufacturing, for a period of 3 years after the delivery date, unless the company determines that the defect is a result **of misuse, incorrect handling, disassembly or manipulation, normal wear and tear, or lack of maintenance** (non-compliance with the maintenance plan).
- Second-hand products have a warranty period of 1 year.
- Batec Mobility S.L is responsible for the malfunction of a product repaired or replaced under warranty for a period of 1 year, provided that the cause of non-conformity is the same as the initial cause.
- If a product has a defect, it is considered non-compliant with the contract, and Batec Mobility accepts exchanges or refunds within the first month after purchase.
- In the case of replacement, a new warranty period is not initiated; instead, the remaining warranty period of the original product is reactivated.

## General conditions

### Warranty:

Under normal conditions of use, conservation, and maintenance, Batec Mobility S.L offers a 3-year warranty against material and manufacturing defects on the Handbike. This warranty applies only to the first owner.

The battery is a consumable component, and the gas handle is susceptible to impacts; therefore, they have a warranty period of 1 year.

The **motor and controller** have a warranty of 2 years, according to the manufacturer's warranty. **Motor gears** have a 1-year warranty.

### Exceptions:

The warranty does not apply to wear-and-tear parts such as chains, brakes, cables, plates, steering, pivots, pinions, and tires, unless they present material or assembly defects.

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### Cancelation of the warranty:

The warranty is void in the following cases according to the user manual:

- Handbike has been damaged due to use in competitions, jumps, descents, tests, or exposure to conditions of speed exceeding those defined in the user manual, constant and prolonged exposure to high humidity, salty water, rain, or high temperatures.
- Handbike has been involved in an accident.
- Handbike has been used improperly or in any way other than the usual, considering the type of handbike in question.
- Handbike has not been repaired according to the maintenance plan instructions.
- Handbike has been repaired or maintained by a dealer not accredited by Batec Mobility S.L.
- Handbike has been assembled with non-original parts.
- The first owner has transferred the Handbike to another person.

### **Responsability:**

Batec Mobility S.L assumes no responsibility for Handbike damages caused by incorrect adjustment of Handbike parts, improper use, or maintenance (including late replacement of wear-and-tear parts).

If Batec Mobility S.L accepts a warranty claim, this does not imply acceptance of responsibility for any incurred damages. In case of dispute over the damages suffered, Batec Mobility S.L excludes any liability, as it is not legally obligated to compensate for them.

### Repairs during the warranty period of purchase:

- **Repairs must be entirely free**, covering both parts and labor, including transportation. If the problem persists, repairs remain free during the warranty period.
- **The seller will indicate where to take the product for repair**, which should be at an accredited official service center. Taking it elsewhere may forfeit your warranty rights.
- **The intervention has its own 6-month warranty for products purchased before January 1, 2022.** For products purchased after that date, **repairs within the legal warranty period have a minimum of one year warranty.**
- If defective parts are replaced, the workshop is not obligated to return them.

Since there is no payment, there will be no invoice, but you are entitled to a deposit receipt when leaving the product for repair and a repair receipt detailing the work done and dates of product delivery and pickup.

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### Repairs after the expiration of the purchase warranty period:

- Repairs have a **6-month warranty** on parts and labour.
- You should start **by requesting a repair quote, and they can only charge what is stated in it.** They should not charge anything for providing the quote.
- If you have accepted the quote and **unforeseen costs arise, they must notify you and wait for your approval** before undertaking a more expensive repair than initially planned.
- They must **provide an invoice detailing the operation** (repair, maintenance, installation...) **and each billed item.**
- **New parts must be used. Only rehabilitated parts can be used if informed and authorized by you.** If any parts are replaced, you have the right to receive the replaced parts.
- Batec Mobility S.L guarantees the availability of spare parts once the product is discontinued for five years, coinciding with the product's lifespan.

**Batec Mobility S.L. - 19/12/2023**