

STERKA M1 Warranty Terms

Thank you for purchasing STERKA M1

Please read this warranty terms carefully. Your purchase receipt or proof of purchase is needed in the event of a warranty repair, refund or exchange.

WHAT THIS WARRANTY COVERS:

Sterka Concepts Limited offers you a warranty with the product purchased and that its enclosed parts are free from defects in material and workmanship, according to the following terms and conditions:

- A. The warranty for the product is for a period of 12 months from the original date of purchase.
- B. The warranty applies only to the original consumer purchaser of the product and is not assignable or transferable to any subsequent consumer.
- C. The warranty is good only to the Customer during the warranty period.
- D. During the warranty period, Sterka Concepts Limited or its authorized service agents will repair or replace any defective component at Sterka's option, with new or rebuilt items. The component will be returned to the Customer in working condition. No charge for parts or labor for repair or replacement of the product will be incurred by the Customer. Any items that are replaced will become the property of Sterka Concepts Limited.
- E. The Customer must provide proof of purchase if requested by Sterka Concepts Limited.

WHAT THIS WARRANTY DOES NOT COVER:

- A. This warranty does not apply if the product has not been used in accordance with the instructions or not used in its normal and customary manner.
- B. This warranty does not apply to any defect, deterioration, loss or injury or damage occasioned by, or as a result of the misuse, neglect, abuse, improper storage, abnormal use, abnormal conditions, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, alteration, improper installation or other acts which are not the fault of Sterka Concepts Limited, including damage caused by shipping, mains supply defects or external interference.
- C. This warranty will not apply if the Customer does not notify Sterka Concepts Limited of the alleged defect or malfunction of the product within the applicable warranty period.

- D. If the battery short circuits or the battery or motor seals are broken or show evidence of tampering, or the battery or motor was used in a manner other than that of which has been specified, the Customer shall have no coverage under this warranty.
- E. This warranty does not cover damage resulting from lack of cleaning or maintenance and non-Sterka Concepts Limited approved components.
- F. This warranty does not cover all surfaces and other externally exposed parts that are scratched or damaged due to normal use.
- G. This warranty is voided if there is evidence of the product being tampered with by unauthorized persons.
- H. This warranty does not cover costs of returning the product to Sterka Concepts Limited or an authorized service center for servicing or the cost of returning the product to the Customer after servicing. Sterka Concepts Limited may on occasion make concessions to cover postage fees and will do so at its own discretion upon review.
- I. Except for any liability that cannot be excluded by law, Sterka Concepts Limited excludes all liability, for any personal injury, or any loss or damage; whether direct, indirect, special or consequential, arising in any way, including any claim that is late, lost, altered, damaged or misdirected due to any reason beyond the reasonable control of Sterka Concepts Limited.
- J. This warranty only provides coverage during the applicable period and any servicing required after that period will be quoted by Sterka Concepts Limited or its authorized service agents.

Complete the details and retain in the event of warranty service being required.

For warranty service or support please contact Sterka team:

www.sterkabikes.com

service@sterkabikes.com