



ZOOMO RETURNS AND WARRANTY POLICY UK

1. APPLICATION OF THIS POLICY

This policy is for any outright purchases; and / or “buy now pay later” purchases, of any new, used or refurbished Light Electric Vehicle (“LEV”), including E-Bikes or E-Mopeds, from Zoomo London Ltd (CRN: 11309092), in the United Kingdom. This policy does not apply for any accessories or parts.

2. RETURNS

If you are not happy with your LEV, you are welcome to return it for any reason within Fourteen (14) days of the date of purchase for a refund of your full purchase price.

To be eligible for a return, your LEV must be in the same condition as when it was given to you. We will also require a receipt or proof of purchase.

E-Bikes may be returned to any of our retail locations in the UK. E-Mopeds may only be returned to the location of purchase in the UK. You are responsible for the cost of returning the LEV.

We will then inspect your LEV. If we accept your return, we will process your refund to your original payment method within 14 days.

If your new, used or refurbished LEV is faulty, defective or damaged at the time of purchase, unbeknownst to you, you shall be entitled to return such LEV for a period of no more than thirty (30) days, by showing proof thereof of such fault, defect or damage with the LEV.

3. WARRANTY

We offer a warranty for manufacturing defects in the frame or certain parts. Details of the length of the warranty and which parts are covered by the warranty are set out in the table below.

The warranty does not include:

- a. normal wear and tear;
- b. defects that are not manufacturing defects;
- c. damage because of an accident, neglect, inadequate maintenance or using the LEV improperly; and
- d. modifications or alterations to the frame or parts.

In addition, the warranty, does not apply:

- e. if there is evidence of salt, sand, or water damage to the LEV;
- f. if the payment method used to buy the LEV is subject to a chargeback. The warranty will only apply once the chargeback has been resolved; and
- g. if you are not the original owner of the LEV. Only the original owner may benefit from the warranty and must have retained constant ownership of the LEV since the date of purchase.

E-BIKES

Component	Age of E-Bike and Duration of Warranty	
	New	Refurbished / Used
Frame, solid fork and rack - Zoomo Bike - Other manufacturers	5 years 2 years	1 Year 6 Months
Suspension fork - Zoomo Bike - Other manufacturers	2 years 2 years	6 Months 3 Months
Electrical (Battery, motor, display, lights) - Zoomo - Other manufacturers Excludes physical damage and cut cables	2 years 2 years	6 months 3 months
Other components: - Drivetrain: excludes chains and cassettes - Wheels: covers motor, hubs and rim cracks. Excludes spokes - Brakes: covers levers and callipers. Excludes pads. - Seat	2 years	6 months

E-MOPEDS

Component	Age of E-Moped and Duration of Warranty Refurbished / Used
Frame, handle bar, brake holder, front and rear fork, suspension, front wheel rim, sub-frame, side stand, seat, disk break	6 months
Battery (ATL Brand Lithium Battery "Soft Core")	6 months
Electrical (controller, charger, motor, alarm wiring, front and rear lights, flasher, horn, lock, speedometer, turning light, relay, switch, converter, accelerator) Excludes physical damage and cut cables	6 months
Normal Wear & Tear: Brake pad, fuse, standard parts, bulb, light, cover, foot pad, left handlebar grip, inner tube plastic parts, rubber parts, tires, mirrors	Not Covered Under Warranty

4. MAKING A WARRANTY CLAIM

To make a warranty claim, please contact us via email to hello@ridezoomo.com or via our support portal online with details and pictures of the defect. Depending on the defect, we may ask you to provide additional information.

We also reserve the right to inspect the LEV before accepting your warranty claim.

For the avoidance, you are to bear the cost of returning the LEV.

If we determine the warranty applies for the defect, we will repair or replace the defective frame or part.

5. CONSUMER LAW

Nothing in this warranty is intended to limit the operation of or exclude any rights and guarantees you have under the Consumer Rights Act 2015 or Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Under these UK consumer laws, you may be entitled to certain remedies (like a refund, replacement or repair) if there is a failure with the goods or services we provide.

Section 6 , below, only applies if you have purchased an LEV equipped with an IoT device included at the time of purchasing your Zoomo LEV.

6. GPS DATA TRACKING

Zoomo's LEVs are equipped with an IoT system enabling you to track the GPS location ("the Location Data") of your LEV via the Zoomo App when the IoT system is powered. Zoomo shall not access this Location Data unless you request a recovery service from Zoomo as per clause 7 of this Agreement. In the event Zoomo carries out a recovery service, you agree for Zoomo to make use of the Location Data to track down and recover the LEV for you. Zoomo's privacy policy can be found at: <https://www.ridezoomo.com/policies/privacy>.

Section 7, below, only applies if you have purchased an LEV equipped with an IoT device incl. of and the tracking service plan at the time of purchasing your Zoomo LEV.

7. RECOVERY

If your LEV gets stolen by a third party, or is missing, you have the option to report this to Zoomo. Zoomo will attempt to recover the LEV and return it to you. If the recovery was successful Zoomo, will be charging you £100 (one hundred pounds Sterling) for the recovery efforts. If repairs are required you can choose whether you want Zoomo to repair the LEV at our regular repair prices.