

Smart Wheel Canada Inc.
Limited Product Warranty Terms and Conditions



*All products are QC passed at manufacturing level and are sold under warranty.
Product serial number label record and valid proof of purchase are the only certificates of our Limited Warranty.*

Please keep original receipt and warranty document sheets for warranty service.

These terms apply to all brand products sold and serviced at Smart Wheel Canada unless specified differently by the manufacturing company or items sold as "Special Warranty Term"

Dear Customers,

Please carefully read and understand the warranty terms for your purchase and how it relates to the local laws before using the product.

The outlined warranty terms and conditions in this document apply to the products purchased and use in Canada Region. Terms and conditions that are in conflict to local laws and regulations will be superseded by those regulations. In the absence of clear local laws or regulations as it relates to these warranty terms and conditions, then the following conditions will dictate your product's warranty.

All reseller, dealers and retailers must be authorized by Smart Wheel Canada to retail products; otherwise those products sold will not be covered by this warranty. It is the customer's responsibility to verify that the retailer is an authorized retailer prior to purchase.

1. Warranty Terms

1.1 All items are generally warrantied against manufacturer's defects for a period of 1 year* after purchase (unless specified differently by the manufacturing company or items sold as "Special Warranty Term"), with the exception of the battery, tires (tube as applicable), Bluetooth and Remote Components.

1.2 The battery is warrantied against manufacturer's defects for a period of 6 months after purchase (provided proper battery maintenance procedures/instructions are followed).

1.3 The tires, tube, Bluetooth, Remote and other accessory components are warrantied against manufacturers defects for a period of 3 months after purchase.

The warranty period will be reset if the products replaced due to manufacture's defect.

If the product is repaired due to warranty issues, original warranty period remain valid. If product is repaired due to warranty issue within 30 days from the expiry date of the warranty period, a 30 day extension to the warranty period will be added.

If products are repaired outside of warranty period, 30 days warranty will be offered against workmanship and repaired parts.

Your local dealer and retailer will have detailed warranty information as it may relate to specific local laws and regulations.

2. Non-warranty terms

Subject to local laws and regulations, conditions exist that will exclude any warranty coverage. These conditions include, but are not limited to, the following:

- 2.1 Products purchased from a non-authorized retailer or purchasing from a retailer that is distributing the product outside their authorized market.
- 2.2 Damage to the product from misuse and/or neglect, accidental damage, water damage or from not adhering to the instructions in the Owner's Manual.
- 2.3 The product is beyond warranty period.
- 2.4 Improper or invalid documentation, including but not limited to lack of a warranty sheet, original invoice or discrepancies on the invoice.
- 2.5 Damage caused by overweight, attempting tricks or running into obstacles like curbs or walls, water or liquid damage or submerges into water.
- 2.6 Damages caused from improper packaging or mishandling during shipment for warranty service.
- 2.7 Damage or breakage not stemming from a manufacturer's defect.

3. Warranty Repair Process

- 3.1 Please call your local dealer or retailer to arrange for service or warranty repair. This information should be found on your warranty sheet, Front or Back or the Manual, on receipt or on the equipment.
- 3.2 Products beyond the warranty period will be eligible for fee based repair. Please contact your local retailer for details.
- 3.3 If there is any other concern or issues about not able to find dealership email
us support@smartwheel.ca

4. Warranty Repair / Service for Online Orders:

- 4.1 Products must be sent in to our Central Repair Center Location for Warranty Service or Repair. Once product is received we will perform required service and will ship the product back to your address. If there is any question or issues with warranty process you will be contact by out technical repair team member for required information.
- 4.2 If you are using mail service, 3rd party courier or delivery services, all expenses must be paid the sender to our repair location. You can contact us at 1.888.407.4997 or email us at support@smartwheel.ca if you require any assistance with this process.
- 4.3 Once products are fixed / serviced we will return product back through our partner mail or courier service and all return shipping expenses will be paid by Smart Wheel Canada.
- 4.5 If during repair process if issues are found not covered under warranty you may be charged return shipping charges in addition to repair service charges. In this case products and considered as Non-Warranty-repair and will only be shipped back once invoices are paid.

Thank you for your purchase!
Smart Wheel Canada Inc. | Kartechs
www.smartwheel.ca

Terms and Conditions are subject to change without notice. Sep 11, 2016