

ZOOMO RETURNS AND WARRANTY POLICY GERMANY

1. APPLICATION OF THIS POLICY

This policy applies to:

- a. outright purchases; and
- b. “buy now pay later” purchases,

of any new and refurbished Zoomo e-bike from us, Zoomo Germany GmbH. This policy does not apply to any accessories or parts.

2. Returns

If you purchase your e-bike online and are not happy with your e-bike, you are welcome to return it to a Zoomo store within 14 days of the date of purchase for a refund of your full purchase price.

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

Please return the e-bike to any of our retail locations within Germany. You are responsible for the cost of returning the e-bike.

Once returned, we will then inspect your e-bike. If we accept your return, we will process your refund to your original payment method within 14 days.

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 e-bike 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 e-bike;
- f. if the payment method used to buy the e-bike 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 e-bike. Only the original owner may benefit from the warranty and must have retained constant ownership of the e-bike since the date of purchase.

Component	Age of Bike and duration of Warranty	
	New	Refurbished
Frame, solid fork and rack - Zoomo Bike	2 years	1 year
Suspension fork - Zoomo Bike	2 years	12 months
Electrical (Battery, motor, display, lights) - Zoomo Bike Excludes physical damage and cut cables	2 years	12 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	3 months

4. Making a warranty claim

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

We reserve the right to inspect the e-bike before accepting your warranty claim. For the avoidance of doubt, you are responsible for the cost of returning the e-bike.

If we determine that 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 German consumer law, including the German Civil Code (*Bürgerliches Gesetzbuch*). Under these 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.

6. GPS Data Tracking

Some of Zoomos e-bikes are equipped with an IoT system enabling you to track the GPS location (the "Location Data") of your e-bike via the Zoomo App when the IoT system is powered. If your e-bike is equipped with an IoT system, 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 e-bike for you. Any other use of your Location Data will at all times be governed by the Zoomo Privacy Policy

located at: <https://www.ridezoomo.com/policies/privacy>.

7. Recovery

If your e-bike is equipped with an IoT system and gets stolen by a third party, or is rendered missing, you have the option to report this to Zoomo. Zoomo will attempt to recover the e-bike and return it to you. If the recovery is successful Zoomo, you will be charged a recovery fee of €200 (one hundred Euros). If the e-bike is required to be repaired, you can elect to have Zoomo repair the e-bike at [Zoomo's current repair rates](#).

