

Terms and Conditions

UK Returns and Vehicle Sales Policy

Last Updated: August 25th 2025

1. Application Of This Policy

This policy applies to all outright and "buy now, pay later" purchases of new, used, or refurbished light electric vehicles (levs), including e-bikes and e-mopeds, from Zoomo London Ltd (CRN: 11309092) in the United Kingdom. This policy does not apply to accessories or parts.

2. Returns

2.1 Purchases Made Online

If you purchased your LEV online (a distance sale) and it is delivered to you, you can cancel your order and return the LEV for any reason within **14 days** of the purchase date for a full refund. If you collect the LEV in-store, the 14 day cancellation right will not apply, as you will have had the opportunity to inspect the product before collecting it in-store. In such case, the provisions of section 2.2 shall apply.

To be eligible for a return, the LEV must:

- Be in the same condition as when it was received.
- Include all original packaging, manuals, keys, chargers and other accessories.
- Include the receipt or proof of purchase.
- Show no signs of use, damage or unauthorised modifications.
- Bikes can be returned to any of our uk retail locations.
- Mopeds must be returned to the location of purchase.
- Must be the original purchaser of the LEV.
- Not have been repaired, altered, or modified by a third party.

You are responsible for the cost of returning the vehicle.

After we inspect the LEV, if the return is accepted, we will process your refund to the original payment method within **14 days**. If the LEV is found to be damaged or missing parts, we may deduct the reasonable cost of repair or replacement from your refund.

2.2 Purchases Made In-Store

If you purchase or collect an LEV in-store, you do not have a right to return it for a refund or exchange. The 14-day change of mind policy referred to in 2.1. above does not apply to in-store purchases where you have had the opportunity to inspect the product before buying.

If your LEV is faulty, defective, or damaged at the time of purchase, you are entitled to return it within 30 days by providing proof of fault, defect, or damage, provided that the LEV has not been repaired, altered, or modified by a third party. Zoomo will determine, after inspection, whether the item will be repaired, replaced, or refunded.

2.3 Faulty, Defective Or Damaged

Whether purchased online or in-store, if a new, used, or refurbished LEV is faulty, defective, or damaged at the time of purchase, and you were unaware of the issue at purchase, you are entitled to return it for a full refund within **30 days** of taking ownership, by providing proof of such fault, defect, or damage, as long as the LEV has not been repaired, altered, or modified by a third party. Zoomo will decide whether to repair, replace, or refund the item after inspection.

3. Warranty

We offer a commercial warranty that covers manufacturing defects in the frame and certain parts. The duration and covered parts are detailed in the tables below. This warranty is in addition to your statutory rights under UK Consumer Law.

This warranty does not cover:

- Normal wear and tear.
- Defects that are not manufacturing defects.
- Damage from an accident, neglect, inadequate maintenance, or improper use.
- Modifications or alterations to the frame or parts.

Additionally, the warranty does not apply if:

- There is evidence of salt, sand, or water damage to the LEV.
- The payment method used for the purchase is subject to a chargeback. The warranty will only be reinstated after the chargeback is resolved.
- You are not the original owner of the LEV. Only the original owner, who has maintained continuous ownership since the date of purchase, is eligible for the warranty.
- The LEV has been repaired, altered, or modified by an unauthorised person or third party.

Used Batteries (included with LEV purchase): All refurbished and used LEV's are sold with a used battery. As a used component, the battery's capacity and performance will be less than that of a new battery. The warranty for a refurbished/used battery covers manufacturing defects and premature failure; it does not cover the natural degradation of battery capacity that occurs over time and from use.

Ebike Components:	New	Used
Frame, Solid Fork and Rack	2 years	3 months
Suspension Fork	2 years	3 months
Electrical (battery, motor, display, lights) <i>*Excludes physical damage and cut cables</i>	2 years	3 months
Other Components: (including 3rd party) Drivetrain: <i>Excludes chains and cassettes</i> Wheels: <i>Covers motor, hubs, and rim cracks. (Excludes spokes)</i> Brakes: <i>Covers, brake levers and calipers. (Excludes pads, seat)</i>	2 years	3 months

Moped Components:	Used
Frame, handle bar, brake holder, front and rear fork, suspension, front wheel rim, sub-frame, side stand, seat, disc brake	3 months
Battery (atl brand lithium battery "soft core")	3 months
Electrical (controller, charger, motor, alarm wiring, front and rear lights, flasher, horn, lock, speedometer, turning light, relay, switch, converter, accelerator) <i>*Excludes physical damage and cut cables</i>	3 months
Normal wear & tear: brake pad, fuse,panels, covers, foot pad, left handlebar grip, inner tube plastic parts, rubber parts, tires, mirrors	N/A

4. Making A Warranty Claim And After-Sales Support

Making A Warranty Claim:

- To make a warranty claim, please contact us via email to hello.uk@ridezoomo.com or via our support portal online with details and pictures of the defect, and proof of purchase.
- 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.
- You are to bear the cost of returning the LEV.

If we determine the warranty applies for the defect, Zoomo will endeavour to repair or replace the defective frame or part within 30 days.

After-Sales Support And Maintenance: Once an LEV is sold, it is the responsibility of the purchaser. Zoomo does not offer any after-sale care, maintenance, or repair services, except where required by law or under warranty. For any maintenance or repairs not covered by the warranty (e.g. due to normal wear and tear or accidental damage), must be arranged at consumer's own expense.

Availability Of Parts: Zoomo does not sell LEV parts after the initial purchase. Customers must source replacement parts from third-party suppliers. Zoomo is not responsible for any damages caused during, or as a result of, the installation of these parts by the Customer, or for any issues arising from non-compatibility.

Third-Party Ownership: This warranty and all statutory rights apply only to the original purchaser of the LEV and are non-transferable. If the LEV is sold to a third party, that party is not a Zoomo customer and has no claim to any warranty, repair, or other rights from Zoomo.

Purchase Of Second-Hand Batteries: Customers have the option to purchase a separate second-hand battery under a separate sales contract.

5. Your Statutory Rights (UK Consumer Law)

Nothing in this warranty is intended to limit 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 laws, you have a right to certain remedies if there is a failure with the goods we provide.

Online Orders (Distance Sales): Unless a different delivery date or method is agreed upon, we will deliver your LEV within 30 days of your purchase. The LEV remains our responsibility until it is delivered to you.

Complaints And Alternative Dispute Resolution (ADR): If you have a complaint that we cannot resolve, you are entitled to seek resolution through alternative dispute resolution (ADR). We will provide you with details of a certified ADR provider should this become necessary.

6. Limitation Of Liability

Except where prohibited by law, Zoomo will not be liable for any indirect or consequential loss, including loss of income, business, or profits. Our total liability in respect of any LEV will not exceed the purchase price paid for that LEV.