



FLYER AG warranty policy

VK04 | Effective from June 2019

1. We offer our end customers the following manufacturer's warranty on their purchases:

- All FLYER e-bikes: ten years for the bicycle frame
- All FLYER e-bikes: five years for the motor, motor controller, display and charger (three years for FLYER e-bikes in the "Mountain" segment)
- Batteries: a residual capacity of 60 % of the original rated capacity is guaranteed within two years legal warranty, provided that the battery has been operated and charged in accordance with the operating instructions

The warranty shall only cover **new** complete wheels fully assembled by a FLYER dealer or, for online purchases, preassembled by us for the customer to make fine adjustments.

However, the warranty above shall also cover **used** FLYER e-bikes **sold by us or our FLYER dealers** from the date on which that FLYER e-bike was first used. This may significantly shorten the warranty period or void the warranty entirely.

2. The end customer must submit claims under the warranty to an authorised FLYER dealer with the sales receipt or other conclusive proof of purchase immediately after the emergence of a defect.
3. Before providing services under the warranty, we verify the existence of a warranty claim with help from one of our authorised FLYER dealers. This takes no longer than **20** working days.
4. Services under the warranty shall be provided at our discretion, either by repairing the defective part or supplying a replacement. Replaced parts shall become our property.
5. Claims connected with this warranty agreement may be transferred to a subsequent owner, provided they are able to present the first buyer's sales receipt.
6. Our warranty shall be void if the maintenance intervals specified in our operating instructions are not observed or maintenance is not carried out properly. As a basic principle, we shall assume that maintenance services performed by an authorised FLYER dealer were carried out correctly. Services under the warranty are also excluded in the following cases:
 - 6.1 The warranty cover excludes negligible deviations from the stipulated quality that do not affect the usability of our e-bikes, any damage caused by normal wear and tear (e.g. scratches on the frame), wearing parts and batteries.
 - 6.2 Services shall not be provided under the warranty if the defect is a result of improper use of our e-bikes, for example, overcharging or inadequate or missed maintenance.
 - 6.3 The warranty cover also excludes damage caused by repairs, adjustments, modifications or any other procedures that were not carried out by an authorised FLYER dealer.
 - 6.4 The warranty cover excludes accidental damage or damage verifiably caused by a third party (e.g. vandalism), fire or frost.



- 6.5 Services carried out by a FLYER dealer do not constitute services under the warranty. This also applies to travel expenses, third-party services, overtime expenses, manufacturing costs, hire of special equipment and testing devices, costs that would also be incurred during ordinary maintenance and any claims for other damage caused outside of the e-bike, unless liability is required by law.
7. Carrying out services under the warranty shall not extend the warranty period or initiate a new warranty period. The warranty period for replacement parts shall end when the warranty period for the original FLYER e-bike expires.
8. Claims arising from this agreement shall not affect the seller's obligation to provide a warranty.

We hope you have a great time on your FLYER e-bike. If you have any questions about our warranty services, please contact our authorised FLYER dealers or customer service team

Huttwil, June 2019

We shall only store the data you provide when you register for the duration and performance of services under the warranty (Art. 6 (1) b GDPR) and for the purposes of direct marketing (Art. 6 (1) f GDPR; the presentation of our products and services is in our legitimate interests). Your data shall be erased after the contractual obligations have been fulfilled and the statutory retention periods have elapsed, or due to a objection relating to direct marketing (see contact details below).

Our detailed privacy policy is available at your local FLYER dealer or on our website at www.flyer-bikes.com [Use and privacy policy](#). This also contains additional information about your rights.