

# Bowhead Lifetime Limited Warranty

Bowhead will repair or replace, at its discretion, any Bowhead part it determines to be defective for as long as the original registered owner owns the e-cycle.

All Original Equipment Manufactured (OEM) third-party components integrated into the Bowhead e-cycle solution are covered under the OEM's warranty only.

Surface finish, original components, and all Bowhead branded parts or components, replacement parts, and accessories are warranted to be free from manufacturing defects in material or workmanship for a period of one (1) year from the original date of purchase (the "Warranty Period").

To qualify for warranty services your Bowhead cycle MUST be registered. To register your e-cycle, please visit: <https://fezzari.typeform.com/to/vG4giy>

## Limitations

- Normal wear and tear, claimed defects, and malfunctions or failures that result from abuse, neglect, improper assembly, improper maintenance, alteration, collision, crash, or misuse are excluded from warranty coverage. The owner is responsible for all labor charges.
- Only the original owner is covered by this Limited Warranty.
- Consumables or normal wear and tear parts (Including tires, tubes, brake pads, cables and housing, grips, chain, and spokes).
- Any damage or defects to Covered Components resulting from failure to follow instructions in the e-cycle user manual, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the e-cycle as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
- Bowhead will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts or components.
- Bowhead may ask that products being replaced under warranty are either returned to Bowhead or destroyed.
  - If product is to be destroyed, Bowhead's Warranty Department will instruct the customer to destroy product and send photo documentation before shipping replacement.
  - If the product needs to be returned to Bowhead, the customer is responsible for the cost of shipping products, freight prepaid, and insured. Bowhead assumes no responsibility for products during shipment from the customer to our Warranty Department. Shipping charges are nonrefundable.

## **Other Terms**

Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the repair or replacement of defective parts with those of equal or greater value at the sole discretion of Bowhead. Bowhead is not responsible for direct, incidental, or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses.

## **Crash Replacement**

We know accidents happen that are not covered under warranty. In the event of a crash or other non-warranty situation, Bowhead may offer, at its discretion, replacement parts at discounted pricing.

## **Warranty Request**

Please make all formal warranty requests via email to [service@bowheadcorp.com](mailto:service@bowheadcorp.com).

Bowhead will not replace any covered component under this limited warranty without first seeing photos or video of the damaged component.

To access warranty services, a Return Authorization Number ("RAN") must be obtained by the original purchaser from Bowhead Corp. The original Purchaser must contact a Bowhead Corp. representative to discuss the problem with the bike and to obtain a RAN.