



Thank you for your interest in our products. We hope you enjoy one of the best-made electric bikes in the Northwest. This limited warranty applies to your purchased bike/trike exclusively.

**What does this limited warranty cover?**

Any defects in material or workmanship of electrical components when used under normal conditions during the warranty period are covered.

**What is the warranty period?**

The warranty period is 2 years starting on the date of the initial purchase. An extended warranty is available for an additional charge.

**What does this limited warranty NOT cover?**

All of the components on the bike/trike must not be tampered with in any way. (i.e. disassembling the mechanism or altering it in any form or fashion.) Such tampering will void all warranties. Non-electrical components are not covered.

**Ride Limits Policy**

Along the lines of respect, it is imperative that customers treat their rides with respect, as misuse causes damage. To enjoy your ride, please adhere to this limits policy:

1. Anything over 300 pounds on, behind, in front of, or otherwise attached to a Northwest Electric Bike/Trike, unless otherwise specified ***in writing***, will void all warranties, releasing Northwest Electric Bikes, LLC of **all** liability.
2. Any modification, disassembly, removal, or tampering of mechanical or electrical systems of any Northwest Electric bike/trike will void all warranties.
3. All hub motors must be allowed to cool for at least five minutes after climbing steep hills for more than 20 minutes at a time. Failure to do so will damage the motor.
4. Although the bike/trike can be used in inclement weather, it must always be wiped down and left in a covered area. Do not leave your ride out in inclement weather. Though the system is water resistant, it should not be left to the weather.
5. Under no circumstances can the bike/trike be ridden into water or any other liquid.
6. Severely rocky roads should not be ridden over by these bikes/trikes as it may cause premature wearing of the motor and other mechanical or electrical components.

**Return Policy:**

Items returned must meet the following standards:

1. Item must be returned in like-new condition and in sellable condition including but not limited to: no missing parts, no damaged areas, and no travel in excess of 10 miles.
2. All of the components of the bike/trike must not have been tampered with in any way, including wiring, repainting, or the removal of any part of the bike/ trike.
3. The bike/trike must not have been damaged in an accident.
4. Proof of purchase (receipt) must be in the owner's possession.
5. Items can be returned within 14 days of purchase as long as the above requirements are met.
6. Custom orders, sale items, and sales of discounted items are final and are not returnable.

**Conditions that VOID the return policy:**

1. If item has been in an accident.
2. If item has been modified in any form or fashion.
3. If item has been neglected, including being left out in or used in extreme weather, or misused by pushing item past its limits as stated.

**Golden Rule Policy**

We appreciate your business and will try to accommodate your needs. However, we anticipate the need for mutual respect and professionalism in our transactions and communications.

It is understandable that there will be times when interactions may be tense especially when your ride isn't working the way you want it to. Regardless, no threats of any kind, vulgarity, nor coercion will be tolerated.

We reserve the right to refuse service, honoring all warranties, or pending transactions at our sole discretion.