

## WARRANTY REGISTRATION - register your bike

Registering your bike with Stajvelo provide proof of ownership for any future warranty issues. Refer to our website “warranty-register your bike” and register your e-bike on-line.

### 1. MANUFACTURER WARRANTY

Upon submission of the original purchase invoice, the buyer shall be entitled to the warranty services as set forth in the following terms.

### 2. COVERED BY THE WARRANTY

The warranty shall cover all Stajvelo specific components and products. The warranty covers exclusively the *Stajvelo* products that are new and show a production or material defect. All other parts and components are intended excluded from this warranty. All the original bike components supplied by other manufacturers // non-Stajvelo products // shall be subject to the warranty terms of the manufacturer.

### 3. PERIOD

Frame – 5 years  
Fork – 2 years  
Motor – 2 years  
Battery - 2 years

### 4. WARRANTY SERVICE

*Stajvelo* guarantees the following services throughout the specific warranty periods:

- at *Stajvelo*'s discretion, repair or replacement with parts/components of the same value
- the same warranty terms such as for a newly acquired *Stajvelo* bike shall apply in case a *Stajvelo* bike is exchanged in full by a new one due to a production or material defect.

Warranty claims shall be submitted to *Stajvelo* with presentation of the original of the shipping invoice. The warranty period shall run from the date indicated on the shipping invoice.

The warranty claim, including a description and the serial numbers of the defective parts and the frame number, must be sent to *Stajvelo*, which shall decide and inform you on the further steps.

### 5. WARRANTY EXCLUSION

The following components/parts and conditions shall be excluded from the warranty:

- Bike modification without the approval of *Stajvelo*
- Installation of incompatible or nonoriginal parts
- Non-*Stajvelo* components parts
- Repairs not been carried out by skilled specialists
- Insufficient maintenance
- Missing check within an appropriate period
- Consequences of a tumble
- Damages produced by climatic conditions
- Transport

The following components are excluded from the warranty:

Actuating cables & outer sleeves	Fenders
Airtight seals	Freewheel bodies
O-rings	Foam parts
Bar grips	Moving rubber parts
Bearings	Seals
Belt	Slide rings
Brake pads	Shifting components
Brake disks	Springs
Brake surfaces	Tires
Dust rings	

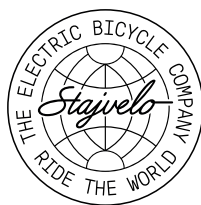
## 6. PROCEDURE OF WARRANTY CLAIMS

Warranty claims shall be submitted to *Stajvelo* with presentation of the original of the shipping invoice. The warranty period shall run from the date indicated on the shipping invoice.

The warranty claim, including a description and the serial numbers of the defective parts and the frame number, must be sent to *Stajvelo*, which shall decide and inform you on the further steps.

## 7. APPLICABLE LAW AND PLACE OF JURISDICTION

For any disputes from or in conjunction with this warranty, the exclusive jurisdiction of the courts Monaco shall be agreed. This purchase contract shall be subject to Monegasque law.



**STAJVELO**

2, rue Louis Notari  
98000 Monaco

+377 99 99 75 15  
info@stajvelo.com