

WARRANTY KNAAP

Knaap products are warranted to be free from defects in materials or workmanship for a period of:

24 months on the Motor drive, Controller, Display, Frame and the battery

This warranty does not apply to wearable parts such as tires, brakes or normal wear and tear items.

Misuse or failures due to improper service, accidents, alteration, or abuse are not covered under any warranty.

Knaap will provide the part(s), Labor, & shipping for all instances whereby a part has been validated as a manufacturing fault by the support team at Knaap. Warranty claims must fall within the warranty period supported by proof of purchase.

After 60 days parts are provided but labor & shipping of part(s) is not included.

If the product was purchased online, then **Knaap** will arrange the repairs through a local bike shop within 15 miles or 24 kilometres of the customers delivery address and pay the labor & shipping of parts directly to them.

If the product was purchased at an authorized dealer, then the customer will have repairs done by the same dealer and warranty will be provided by that dealer as per the warranty conditions.

It is the obligation of the customer to present the product to the service provider as shipping of the product for warranty purposes is not included

A photo of a broken part must be emailed to support@knaapbikes.com for authorization.

All warranties begin from the date of purchase and are not transferable.

Battery warranty conditions

If there is a problem with the battery, a photo of the serial number must be emailed to support@knaapbikes.com. Upon approval of the warranty, a replacement will be provided to the customer at no charge. Shipping of the battery is not included. Replacement batteries will be covered by a warranty period equal to 24 months from the original date of purchase.

Damages in transit

It is up to the customer to report any damages to the box or the **Knaap** product within 24 hours of receipt.

If you have received your bike and the box is damaged, you must write "**received damaged**" on the shipping company's waybill as they are responsible for any damages due to improper handling of your **Knaap** product. You must then notify **Knaap** in writing at support@knaapbikes.com within 24 hours of receipt to report the issues, after which **Knaap** is not responsible for any damages.

If it is necessary to return the bike for repairs or exchange, a **return authorization number** is needed.