



m-cro

# ELECTRIC WARRANTY

**All products carry a two year limited warranty against defects in materials and workmanship. We can only honour warranty claims if you can provide proof of purchase.**

## **WHO IS COVERED?**

The original purchaser who bought the product from an authorised dealer. Proof of purchase is required. Due to the technical nature of our electric range all repairs must be undertaken by Micro Scooters UK. Any unauthorised repairs or attempts to repair will invalidate the warranty. The manufacturer's recommendation is that the Electric range should NOT be used in wet conditions. Any failure of parts due to water damage will not be covered by the warranty.

## **WHAT IS COVERED?**

Micro Scooters UK offer a two year warranty which covers any defective components such as the foot-board, complete front assembly, brake pedal, motor, display and controller and the battery. All wearing parts, small parts and screws are excluded from this warranty. All warranty claims must be supported by a proof of purchase and apply only to the original purchaser of the product. The warranty is not transferable. Any item from our electric range bought outside the UK should be returned to the original supplier for warranty repairs. If this is not possible, Micro Scooters UK will undertake the repairs on a spares plus labour cost basis. The customer will also be liable for all inward and out bound delivery charges.

## **WHAT IS NOT COVERED?**

Second hand product, those obtained via 3rd party re sellers, modified or altered product, poorly maintained product (left outside), normal wear & tear, any damage, failure or loss caused by accident, misuse, neglect, theft, excessive load, transport damage, cosmetic issues such as fading or scratches or any other cause not arising from defects in material or workmanship. In cases where failure is due to wear and tear or lack of maintenance we do offer costed repair & servicing.

## **ELECTRIC PRODUCT UP TO 12 MONTHS OLD:**

Micro UK will cover the cost of collection of product into head office and the cost of all repairs if they are covered by the conditions of the warranty \*see above. If the scooter is not repairable Micro Scooters UK may offer a replacement item.

## **ELECTRIC PRODUCT 12 MONTHS TO 24 MONTHS OLD:**

Customer to cover cost of inward freight charges to head office service centre for a diagnostic test. Any repairs which are covered by the warranty conditions above will be undertaken free of charge. If the product is not repairable Micro Scooters UK may offer a replacement. In cases where failure is due to wear and tear or lack of maintenance we do offer costed repair & servicing.

## **ELECTRIC PRODUCT 24 MONTHS TO 36 MONTHS OLD:**

Customer costs outside of warranty – Where a product is outside of warranty all inward and return freight charges will be the customers responsibility. All repairs and parts to be chargeable. Where the scooter is not repairable or spare parts are not available and the model is no longer stocked by Micro UK we reserve the right to offer a part exchange for a different electric model from our range. The value of this part exchange to be at the discretion of Micro UK and will be determined by the condition of the original product and the nature of the issue. Proof of purchase from an authorised dealer must be supplied. If failure is due to water damage or misuse Micro UK will not offer a part exchange.

## **ELECTRIC PRODUCT PURCHASED OUTSIDE OF UK**

If you purchased your item outside of the UK the warranty is held with the retailer you purchased from. If it is not possible, or practical for you to return the item to your retailer we can help. You are responsible for inward and return freight charges and we simply apply a service charge plus any replaced parts. Please speak to our service team to confirm all costs. All products carry a two year limited warranty against defects in materials and workmanship. We can only honour warranty claims if you can provide proof of purchase.