

RETURNS AND WARRANTY POLICY

This policy is for outright purchases of any new and refurbished WEDGETAIL e-bike from us, Wedgetail Bikes Pty Ltd (ABN: 85 641 224 044).

If you have any questions, please email at admin@wedgetailbikes.com.au

This policy does not apply for any accessories or components not listed in the table below.

RETURNS

If you are not happy with your e-bike or e-scooter, you are welcome to return it within:

1. for new e-bikes, 14 days; or
2. for refurbished e-bikes, 7 days,

of the date of purchase for a refund of your full purchase price.

To be eligible for a return, your e-bike must be in the same condition as when it was given to you.

We will also require a receipt or proof of purchase.

Please return the e-bike to any of our retail locations in Australia. You are responsible for the cost of returning the e-bike.

We will then inspect your e-bike. If we accept your return, we will process your refund to your original payment method within 14 days.

WARRANTY

We offer a warranty for manufacturing defects in the frame or certain components.

Details of the length of the warranty and which components are covered by the warranty are set out in the table below.

The warranty does not include normal wear and tear, defects that are not caused during the manufacturing process or the improper use of the bike (including damage because of an accident, neglect, lack of maintenance) and modifications or alterations to either the components or the frame.

In addition, the warranty, does not apply:

1. if there is evidence of salt, sand, or water damage to the e-bike;
2. to any refurbished e-bikes more than 2 years old at the time of purchase;
3. if you are not the original owner of the e-bike. Only the original owner may benefit from the warranty and must have retained constant ownership of the e-bike since the date of purchase.

The warranty does not limit and is in addition to the rights and remedies available to you under the law.

Component	Model	Warranty
Frame	Aquila-1	Lifetime
Mechanical components (excludes chain, brake pads and drivetrain)	Aquila-1	2 years
Electrical components (lights, cabling, controllers)	Aquila-1	1 year
Battery	Aquila-1	2 Years
Battery	D8 Pro Electric Scooter	6 months
Controller	D8 Pro Electric Scooter	6 months
Plastic parts	D8 Pro Electric Scooter	3 months

MAKING A WARRANTY CLAIM

If you would like to make a warranty claim please contact us via email at admin@wedgetailbikes.com.au or via our website. One of our representatives will get in touch with you to plan a resolution following an assessment.

Once we have had a chance to inspect your e-bike, if we determine, at our discretion, that your e-bike is faulty and covered by the warranty, we will repair the fault at our cost.

How we repair a fault is at our discretion. We may, for example, choose to replace your e-bike entirely, or replace a faulty component with a similar but not identical component.

CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

NO OTHER WARRANTIES

To the maximum extent permitted by law, all express or implied representations and warranties not expressly stated in this policy, or in written terms and conditions issued by us, are excluded.

LIABILITY

To the maximum extent permitted by law, we exclude any liability that may arise as a result of you pursuing a warranty claim in accordance with this policy.

JURISDICTION

This policy is governed by the laws of Western Australia.