

## FLASH LIMITED WARRANTY

### LIMITED WARRANTY

KPZ, Inc., d/b/a Flash Bike (“Flash”) provides the following warranty against defects in materials and workmanship:

**Two Years from the Date of Receipt:** Frame, Wheels, Fenders, Racks, Brakes, Shifters, Crank, Pedals, and Seat, (but not including grips, tires, tubes, cables, brake shoes, and seat covering).

**One Year from the Date of Receipt:** Battery, Battery Charger, Motor, Touchscreen, Lights, and Handlebar Controls.

**The Date of Receipt** is the record of delivery from the shipping company to the Customer.

### LIMITATIONS

This warranty, or any implied warranty, is expressly limited to the repair or replacement of defective parts. This warranty is offered only to the original purchasers of Flash bikes and is not transferable. This warranty only applies to new Flash bikes purchased through Flash’s website or Flash’s Indiegogo campaigns.

A bicycle must be registered with Flash within 30 days of receipt or this warranty is void.

**This warranty, or any implied warranty, does not cover claimed defects, malfunctions, or failures that result from normal wear and tear, accidents, misuse, abuse, neglect, commercial use, any modifications (other than the addition of Flash-approved accessories as published on Flash’s website), improper assembly, improper maintenance, shipping, or acts of God.**

**Except as expressly set forth above, Flash disclaims all other warranties, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose.** Some states or countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**Flash is not responsible for incidental or consequential damages, including, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory.** Some states or countries do not allow exclusions of incidental or consequential damages, so the above exclusion may not apply to you.

**Flash is only intended for use in the United States.** This warranty is limited to use of Flash within the United States, and does not cover use in other countries.

Any claim against this warranty must be made through Flash. To initiate a warranty claim please contact Flash at [support@flashbike.io](mailto:support@flashbike.io).

## **RETURN POLICY**

Bikes and bike accessories may be returned within 30 days of receiving shipment.

Accessory items purchased as standalone products may be returned within 30 days of receiving shipment. Original shipping charges are non-refundable. Proof of purchase is required with original receipt.

Any return must be made in its original packaging and in its original condition. Items returned not in original condition may be subject to a 15% restocking fee. Items damaged through abuse will be excluded from the return policy.

For returns under warranty, Flash will cover the cost of shipping. For all other returns, the customer is responsible for shipping costs.

To initiate a return please contact Flash at [support@flashbike.io](mailto:support@flashbike.io).

## **REFUNDS**

Refunds for orders cancelled prior to fulfillment will be deducted a 10% processing fee from the original purchase total.

If refunded within 60 days of the purchase transaction, any refund will be applied to the original credit card used in the purchase transaction. If refunded more than 60 days after the purchase transaction, any refund will be processed on the 1st of every month and issued via PayPal or check.