

## Warranty and liability in the case of defects



In all nations which apply EU law, the common conditions for warranty/liability for material defects apply. Please inform yourself about the applicable national regulations in your specific country.

Under EU law, the seller accepts liability for material defects for at least two years after the date of sale. This also covers defects which already existed at the time of sale/change of ownership. In fact, if material defects occur within the first six months, the assumption is made that these already existed at the time of sale.

One precondition for the seller assuming this liability is that the product's use and maintenance was in line with all conditions stipulated. These are outlined in the pages of this operating manual and in the supplied instructions from the component manufacturers.

In most cases, the customer can first request subsequent fulfilment.

If repair fails conclusively, which is the assumption after two attempts, the customer is entitled to abatement or cancellation of the contract.

Liability for material defects does not cover normal wear occurring from the product's intended purpose. Components in the motor and deceleration system as well as tyres, light system and contact points of the rider with the bicycle are all subject to use-related wear, as well as the battery in pedelecs and e-bikes.

If the manufacturer of your bicycle or pedelec/e-bike provides other additional guarantees, these are listed on page U7. Please consult the respective warranty terms for more information

on the conditions of these and of any possible claims under these.



In the case of a defect/possible liability claim, please contact your specialist retailer. We recommend filing all purchase receipts and inspection reports as proof for your records