

Warranty Claim Form



Fill out this form and send signed version back only if you want to claim warranty within 12 months of purchase and comply with [Warranty Policy](#).

The item I wish to repair (Name or SKU):

The date of the purchase (Day & Month):

Order number, received in conformation:

Telephone number:

Email:

Name of the buyer:

Surname of the buyer:

Address (Street, City, Postal, Country):

Describe the problem, issue or the malfunction:

Mark all checkboxes (X) to confirm you understand and agree:

- The warranty service does not apply to parts that are subject to wear and tear and external influences (tubes, casing, tires, bearings...).
- Less than 12-Months have passes since the date of receiving the item.
- Due to the nature of the device and online purchases, easy repairs that are estimated to take 10 - 30 minutes, as described in Section 5.3 of Warranty Policy, will be resolved by sending a free spare part to the buyer's address with video instructions on how to replace the part that is causing issues. In addition, 30,00 EUR will be refunded to the buyer.
- All malfunctions that are considered hard-to-fix issues, as described in Section 5.4 of Warranty Policy, will be repaired exclusively by the service team of engwe.net. By picking up the bike at the buyer's address, repairing it in Engwe's service centre and sending it in perfect condition back to the buyer, free of charge.
- We will process issues of Section 5.4 within 45 days following the day we receive your returned product. We will send spare part of Section 5.3 within 7 days of identifying the issue.
- It is highly recommended to send us a video, clearly showing the issue, together with this form. This can help to shorten the period of warranty resolvent time.
- I have read and fully understand [Warranty Policy](https://engwe.net/warranty/)
<https://engwe.net/warranty/>

4. The warranty does not apply:

4.1 The warranty service does not apply to parts that are subject to wear and tear and external influences (tubes, casing, tires, bearings...).

4.2 The warranty is also not taken into account due to improper setting and handling of the device, mechanical defects, defects due to unprofessional, negligent handling of the product, any unauthorized intervention in the device, if the defect occurred due to the use of unsuitable consumables if non-original parts were installed in the device parts, due to excessive voltage of electric current, force majeure, lightning strike, battery drain, improper cleaning of products or its parts, and ingress of liquid into the device.

Signature:

Date and Location: