



FREY
BIKE

WARRANTY & CLAIMS

Warranty

Every eBike from FREY comes with a TWO years limited warranty against manufacturing defects in materials or workmanship on Batteries, Chargers, Motor systems and bike Frames.

This warranty applies only to the original registered owner of the eBike from FreyBike and is not transferable. This limited warranty does not apply to normal wear and tear, malfunctions, or failures due to abuse, neglect, improper repair, improper maintenance, alteration, modification, accidents, or other improper use. The two-year warranty on Freybike lithium-ion batteries from the date of original purchase does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

If a component is deemed to be defective or damaged without user error or other improper use, Frey will assist in replacing that part. This includes any parts deemed to have been damaged in shipping. We will not replace any part deemed to be damaged by the user.

In the case of a repair or parts replacement under warranty, we will work with the owner to find a local certified bicycle repair shop to make the



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necessary fix. Frey will also cover the associated repair labor fees, only if the scope of service is agreed upon prior to the fix.

WARRANTY CLAIMS

All claims to this warranty must be made through Freybike and can be submitted by visiting www.frey.bike, Proof of the original purchase may be required with any warranty request. Before making a claim, please contact our service department by e-mail : info@frey.bike or contact your product/sales manager, as there may be a simple fix for the problem.

SHIPPING DAMAGE CLAIMS

Upon delivery, immediately inspect your products for damage. Freight damage claims are extremely time sensitive, and we will not accept freight damage claims later than 3 business days from delivery. Note any damage to your products on the Bill of Lading before you and the delivery driver sign-off on the shipment. Take photos of any damage that is found and date the images when possible. Report shipping damage claims within 3 business days of delivery to info@frey.bike or contact your product/sales manager.