

Legal Warranty Terms



The Warranty Terms described below are the most current at time of printing of this owner's manual. Please refer to the latest version of our warranty at www.olliebike.com or contact our toll-free customer service at **1-888-839-7558** or send us a message at info@olliebike.com for any questions. If there are any discrepancies between the printed terms and the ones found online, the later prevail.

OLLIE CO. WARRANTS TO THE ORIGINAL REGISTERED PURCHASER THAT THIS OLLIE CO. PEDAL ASSIST TRICYCLE SHALL BE FREE FROM ALL DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF ONE YEAR FROM THE DATE OF DELIVERY.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES: THE ORIGINAL REGISTERED PURCHASER OF THIS PEDAL ASSIST TRICYCLE, SUBSEQUENT OWNERS AND ALL OTHER INTENDED AND UNINTENDED USERS OF THIS PEDAL ASSIST TRICYCLE, SHALL NOT BE ENTITLED TO RECOVER FROM OLLIE CO. ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. THERE IS NO WARRANTY OF

MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

The warranty is non-transferable and only applies to the original owner. This warranty gives you specific rights and purchasers may also have other rights, which may vary from state to state. Damage caused by failing to follow instructions in the manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the Ollie Co. Pedal Assist Tricycle as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance is not covered under this warranty. Warranty parts will only be shipped within the continental United States and Canada.

Parts covered by the warranty: frame, forks, stem, handlebars, headset, seat post, saddle, brakes (excluding brake pads), lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, display (excluding damage due to water), kickstand, reflectors, and hardware.

The battery warranty does not include damage from power surges, use of 3rd party charger, improper maintenance or other such misuse, normal wear, or water damage (including rust).

Accessories sold on www.olliebike.com are not covered under warranty.

Stolen tricycles are not covered under warranty.

Necessary precautions must be taken to ensure the Pedal Assist Tricycle and battery are not exposed to severe weather conditions. Exposure to very wet, hot, or cold conditions may void the warranty.

Ollie Co. will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Ollie Co. within 14 days of shipment arrival. This applies to all products, including tricycle and accessories. You will NOT be refunded as compensation for your time or efforts replacing damaged parts.

Replacement parts will not be sent until photographic evidence has been provided to Ollie Co. Ollie Co. may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty claim.

Most warranty parts are fulfilled 1-10 business days after the request is put into our system by a customer service representative. Warranty parts are sent using USPS First Class, FedEx Express, or FedEx Ground, depending on the size of the part. Warranty parts will not be expedited.

Items including the chain, tires, wheels, rims, tubes, battery handle, brake rotors, brake pads, cables and housings, grips, and spokes are considered wear items. These items wear down with normal use and are not covered under warranty. You are responsible for replacing and maintaining these wear items.

Any unauthorized alterations or repairs are not covered and may void this warranty.

For warranty services, please contact Ollie Co. online support by email at info@olliebike.com. Pedal Assist Tricycle or

parts returned without proper documentation may result in delayed service or denied warranty coverage. Warranty return shipping costs along with duties and taxes are the responsibility of the claimant. All unauthorized returns will be refused.

Note that your insurance policies may not provide coverage for accidents involving your Pedal Assist Tricycle. To determine if coverage is provided, you should contact your insurance company or agent. Damage as a result of an accident is not covered under this warranty, and Ollie Co. is not responsible for repair or replacement of damaged Pedal Assist Tricycle or parts.

Ollie Co. reserves the right to change its warranty at any time and without notice.

Any action, lawsuit or other proceeding, under this warranty or otherwise related to the Pedal Assist Tricycle must be commenced within ninety (90) days after expiration of the one-year warranty period.

THIS WARRANTY GIVES THE ORIGINAL REGISTERED PURCHASER SPECIFIC LEGAL

RIGHTS AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

PEDAL ASSIST TRICYCLE PERFORMANCE DISCLAIMER

The Pedal Assist Tricycle listed range and top speed are estimates (not guarantees) of expected performance. Performance will vary with rider weight, cargo weight, rider/cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature, and wind conditions. Under certain conditions it is possible to get ranges and top speeds that are different from the listed estimates.

LIABILITY DISCLAIMER

Riding any kind of tricycle comes with inherent risks and dangers that cannot be predicted or avoided. These dangers could result in a serious accident, injury, or death of the rider. It is the sole responsibility of the rider to become properly educated and prepared to ride safely. Once in possession of the Pedal Assist Tricycle, Ollie Co. strongly encourages and recommends that all customers have a certified and reputable tricycle mechanic complete a full inspection

of each component on the tricycle to ensure it is safe for operation. Ollie Co. makes no claims or guarantees that the brakes, battery, frame, motor, motor controller, display, cables, cable housings, fasteners, grips, fork, stem, shifters, headset, seat post, seat post clamp, handlebar stem clamp, saddle, wheel hubs, handlebars, spokes, rims, tires, tubes, derailleur, freewheel, cassette, throttle, kickstand, lights, reflectors, hardware, bottom bracket, or any other part or accessory, will be properly secured and adjusted upon arrival. Before every ride, fully inspect your tricycle to ensure everything is secured and adjusted properly. Under no circumstances is Ollie Co. responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with radio frequency exposure limits set forth by the FCC for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 5 mm between the device and the user or bystanders.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.