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## **Return & Replacement Policy**

Return and replace Policy only apply to your direct selling agent.  
All products are subject to the terms and conditions below.

### **TERMS AND CONDITIONS**

All products purchased must comply with the below conditions in order to claim successfully.

#### ***1. Unopened & Unused Merchandise (Electric Bikes Only)***

You can cancel your order if it hasn't left our warehouse; get in touch with our customer service for an order cancellation.

Should the sale be cancelled after successful dispatch or delivery, customer will be responsible for return courier charges.

#### ***2. Product has been opened and the product has quality problems or malfunctions (for electric bicycles only)***

When product is received and found to be incomplete or malfunctioning, contact your service agent immediately whereby a trained technical and service staff will resolve your issue as soon as possible. Should you not be able to rectify the unit it will be uplifted and returned to your service agent for assessment with regular feedback.

### **Approved returns**

A 20% restocking fee on opened or non-opened units may apply should any of the criteria not be met on approved returns.

- Any signs of use
- Any signs of physical damage (accident/fall)
- Not returned with all and original components
- Not in original packaging

### **NOTE:**

Speed-related returns will not be entertained as the advertised riding speed are tested on a person with weight of 65kg with good road conditions.