

## After-Sales Service Policy

### I. Service Object

Users who purchase ADO brand products from official South African distributor will receive the following after sales services.

### II. Service Content

ADO brand commits to provide technology consulting and product maintenance services for all ADO Brand Customers.

Parts required as per this after sales service schedule will be supplied as timeously as possible, however no liability for loss or damage resulting from any delays for whatever reason is accepted and the purchaser shall under no circumstances be entitled to cancel the contract of sale as a result of any delays occurring.

### III. After-sales Service Center

Service Center	Service Scope	Contact Details	Service Area
Official Product Data Center	Technical data download	<a href="https://www.adoebike.co.za/pages/download">https://www.adoebike.co.za/pages/download</a> .	SA
Online Technical Service Center	Manual online service for installation and use	Facebook: <a href="http://www.facebook.com/adoebikesa">www.facebook.com/adoebikesa</a> Email: <a href="mailto:Info@adoebike.co.za">Info@adoebike.co.za</a>	SA
Call Center	Manual call service for installation and use	+27 11 794 6399	SA
Maintenance Center	Product Maintenance Service Address	Southern African Motorcycles 36 Steyn Road, Farm Rietvallei, 180 IQ, Krugersdorp, 1739	SA

#### **IV. Technical After-Sales Service Policy**

##### **I ) Lifelong Technical Support**

ADO brand commits to providing lifetime service assistance to ADO users.

##### **II ) After Sales Service schedule**

<b>Parts</b>	<b>Warranty Time</b>	<b>Warranty Policy</b>
Structural parts	10 years	Part will be provided Should customer not be able to repair/replace part, return to authorised service centre.
Frame		
Front fork	1 year	
Seat tube	1 year	
Handlebar	1 year	
Headset stem	1 year	
Brake handle	1 year	
Brake lever	1 year	
Sprocket crank	1 year	
Chain wheel	6 months	
Thumb shifter	6 months	
Derailleur	6 months	
Electric parts		
Charger	1 year	
Battery	1 year	
Motor	1 year	
Controller	1 year	
LCD Display	1 year	
Pedal sensor	1 year	
USB charger	6 months	
Acceleration handle	1 year	
2in1 switch	6 months	
Head light	1 year	
Warranty Exclusions	Handle grip Saddle Pedal Tire Fender	

#### **Claim Procedure:**

For successful claims please contact your service centre and provide the following information

- 1) Purchase platform, including platform/seller store name.
- 2) Order invoice, including order number/ID/date.
- 3) Vin and Engine number.
- 3) E-mail and shipping address.
- 4) Brief explanation of the issue, including description/picture/short video.

### Warranty void/unsuccessful claims:

- 1) Damage caused by fitting **non genuine parts or attachments**.
- 2) The parts or products which are out of warranty period.
- 3) Damage caused by improper use or maintenance.
- 4) Acts of God or Manual Damage.
- 5) Cannot provide evidence of failure (video or pictures)
- 6) Damage caused by modifying or removing components.
- 7) Wear and Tear as listed under warranty exclusions above.
- 8) Water Damage

### **V) 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.

**Summarised process:**

Step1: Contact your service agent to apply for return/exchange.

Step 2: Make sure you meet all return request criteria and upload/send all necessary documents and images.

Step 3: On confirmation, send the product back to your service agent and inform them of tracking status. It is the customer's responsibility to ensure that the product arrives without damage.

Once the product is received and assessed, our customer service representative will contact you and will process a refund/exchange.

Please note that application does not imply approval. Your Service agent reserves the right to reject any application.

