

KESTREL E-SCOOTER WARRANTY POLICY – UNITED STATES

PGW LTD., and its distributors, provides the original retail purchaser of each new Kestrel electric scooter a 90-day warranty.

This warranty is expressly limited to the repair or replacements of a defective frame, fork, or part and is the sole remedy of the warranty. This warranty applies only to the original owner and is not transferrable. Claims under this warranty must be made through an authorized Kestrel dealer. Proof of purchase is required, and warranty registration must be completed at <http://www.pgwbike.com> before a claim can be processed. Warranty remedies are subject to depreciation based on age and use of the E-Scooter or product.

Voids and Exclusions

Wear and tear items

Normal wear items such as paint, decals, tires, tubes, grips, and the standing deck pad, etc. are not covered under the warranty policy.

Climatic conditions

Damage due to climatic conditions such as but not limited to rain, submersion in water, sun, excessive heat, and exposure to salt air are not covered under the warranty policy.

Battery Care

Batteries require regular charging for proper function and longevity. Batteries must be stored fully charged and should be re-charged every three months or less to avoid potential damage. Failure to follow these storage and maintenance guidelines will void the warranty.

Improper assembly or follow-up maintenance

Failure to properly assemble, failure to perform regular maintenance, and the installation of parts or accessories not originally intended or compatible with the E-Scooter as sold voids the warranty.

Accident and neglect

Damage or failure due to accident, misuse, or neglect and modification of the deck, fork, or components voids the warranty.

Racing and competition

Damage associated with racing or competition voids the warranty.

Abuse

Use for stunts or lack of the technical skill of the user voids the warranty.

Labor charges

Labor charges for the replacement or changeover of parts are the responsibility of the consumer.

PGW LTD. will not be liable or responsible for any damage, failure, or loss caused by any unauthorized service or use of unauthorized parts or modifications.

Warranty service not provided for scooters purchased from unauthorized resellers.

PGW LTD. may request photo or video evidence of any defect to verify and process a warranty claim.

Liability Limitation Kestrel E-Scooter/PGW LTD. shall not be responsible for incidental or consequential damages, including damages for personal injury, property damage, or economic loss. Some states and countries do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply. Warranty duration and detail may differ by deck type and/or by country. This warranty gives the consumer specific legal rights, and those rights may vary from place to place. This warranty does not affect the statutory rights of the consumer.