

## SE Bikes Warranty Policy – Australia

PGW LTD., and its distributors, provides the original retail purchaser of each new SE bicycle the following warranty against defects in materials and workmanship:

Rigid Frames	10 Years
Rigid Frames with Front Suspension	10 Years
Rigid forks	10 Years
Full-Suspension Frames	5 Years
Suspension Parts (Fork/Shock/Pivots)	1 Year or Manufacturer's Warranty
E-Bike Electrical Components and Motor	1 Year or Manufacturer's Warranty
All Other Components	1 Year or Manufacturer's 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 SE 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 bicycle

### **Voids and Exclusions**

Wear and tear items	Paint, decals, tires, tubes, chains etc.
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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 bicycle as sold voids the warranty
Accident and neglect	Damage or failure due to accident, misuse, or neglect and modification of the frame, 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
Commercial use (rentals, fleet, security, etc.)	2-year limited frame, 6 months components
Government use (police, military, etc.)	5-year limited frame, 6 months components

## Liability Limitation

SE Bikes/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 frame 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.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.