

Warranty & Services

That's great to hear! Providing services at the customer's doorstep is a fantastic way to enhance convenience. How can I help you today regarding these services?

➤ **EVONIC Standard Replacement Warranty Policy.**

EVONIC offers a warranty and a repair and return policy that covers all its brand products. If an EVONIC product meets the specified warranty conditions, it is eligible for free repair or replacement. However, it's important to note that shipping costs are not included in this free service.

➤ **Warranty Specification.**

BATTERY:

GRAPHENE BATTERY – CAUSED BY MALFUNCTION – 12 MONTHS

LITHIUM ION BATTERY – CAUSED BY MALFUNCTION – 36 MONTHS

LITHIUM ION BATTERY – CAUSED BY MALFUNCTION – 48 MONTHS

[SAMSUNG CELL WITH BUYBACK VALUE]

LITHIUM ION BATTERY – CAUSED BY MALFUNCTION – 84 MONTHS

[SAMSUNG CELL WITH BUYBACK VALUE]

CHARGER – CAUSED BY MALFUNCTION – 12 MONTHS [HOME SERVICE]

SCOOTER:

MOTORS, CONTROLLER, WIRING, THROTTLE & CONVERTER – 60 MONTHS

NOTE: The warranty does not cover damage created by human factors.

That clarifies further. It's helpful for understanding the limitations of a warranty. To give you a better idea of what might fall under these exclusions, especially considering your recent interest in electric scooters, would you like me to look up some common examples of situations that are typically not covered by electric scooter warranties because they aren't related to quality or manufacturing defects?

- Malfunction due to non-compliance with the instructions for use.
- Defects due to repairs made by companies or local repair shops.
- Malfunctions due to the lack of maintenance of the electric scooter, causing wear of other components.

- Leakage or broken cable due to the impact of a foreign object.
- Damage caused by overloading or jumping in extreme sport.
- Damage caused by force majeure (eg: fire, earthquake, lightning, flood).
- If there is water in the battery caused by rain.

🔧 EVONIC Scooter – 5-Year Warranty Terms:

EVONIC provides a 5-year warranty on its scooters. To maintain eligibility for this warranty, it is mandatory to complete 4 scheduled services during the warranty period.

- Each service must be completed within every 14 months from the date of purchase or the last service.
- Failure to complete the required services within the specified intervals will result in the warranty being void.

🔧 Service Schedule:

The first free service of your EVONIC Scooter is scheduled after 3 months from the date of purchase or 1500 km of riding, whichever is earlier.

The second free service is scheduled after 6 months from the date of purchase or 3000 km of riding, whichever is earlier.

The Third paid service will be after 9 months from the date of purchase or, 5000 km of riding, whichever is earlier.

The fourth paid service will be after 12 months from the date of purchase or, 7000 km of riding, whichever is earlier.

Make sure you properly maintain your scooter or bike and follow the service schedule to avoid any problem in your EVONIC Scooter.