

# FREEGO USA — OFFICIAL WARRANTY POLICY

## I. GENERAL PROVISIONS

- **Applicable Premise:** By purchasing products through Freego's official and authorized channels, the user is deemed to have read, understood, and agreed to all contents of these Terms, and voluntarily accepts the constraints of these Terms.
- **Uniqueness:** These Terms are the sole official warranty basis for the Freego brand. No additional warranty requirements from any third parties (including unauthorized distributors or maintenance institutions) shall be accepted, and warranty commitments from non-official channels are invalid.
- **Revision Notes:** Revisions to these Terms shall be publicly announced 7 days in advance through Freego's official website, APP, and authorized channels. The revised content shall take effect after the public announcement period and shall not be retroactive (i.e., products already purchased shall still be subject to the warranty terms in effect at the time of purchase).

## II. SCOPE OF APPLICATION

- **Applicable Products:** Freego brand genuine electric bicycles and official standard accessories (as specified in the annex to the product manual).
- **Purchase Channels:** Limited to new products purchased through the following channels:
  - Freego official website, official flagship stores, and officially authorized online platforms (with the "Freego Official Authorization" logo).
  - Freego brand authorized offline stores (with an officially unified authorized plaque, whose authorization qualification can be inquired through the official website).
- **Inapplicable Situations:** Second-hand resold products, products from non-official channels (such as smuggled, assembled, or refurbished products), gifts, and promotional gifts (unless otherwise agreed) are not covered by these Terms.

## III. WARRANTY SCOPE AND DURATION

| CATEGORY              | INCLUDED COMPONENTS                                                                                                                                     | WARRANTY PERIOD | REMARKS                                                                                                                                           |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Wear Parts            | Handle covers, pedals, chains, inner tubes, outer tires, parking stands, brake discs, brake pads, brake hoses, clamps, fenders, seats, front fork, etc. | 30 days         | Covered for normal wear and tear, excluding damage caused by excessive use (e.g., heavy stomping, sudden braking) by the user.                    |
| Electronic Components | Multifunctional switches, connecting wires, front/rear lights, shift/throttle levers, assist sensors, meters/displays, chargers, etc.                   | 3 months        | Covered for faults caused by non-human water ingress or short circuits, excluding damage caused by self-modified circuits.                        |
| Core Components       | Motors, batteries, controllers, core electronic control systems                                                                                         | 1 year          | Battery warranty is limited to capacity attenuation exceeding 20% (under normal use), excluding damage caused by overcharging or overdischarging. |

| CATEGORY                     | INCLUDED COMPONENTS      | WARRANTY PERIOD | REMARKS                                                                                                                              |
|------------------------------|--------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>Core Structural Parts</b> | Frames, stem, handlebars | 24 months       | Covered for cracks or deformation caused by material or manufacturing defects, excluding damage caused by collisions or overloading. |

#### IV. SITUATIONS NOT COVERED BY WARRANTY

---

1. Damage caused by improper use or maintenance by the user (e.g., overloading, wading, high-temperature exposure, self-disassembly/modification, etc.).
2. Malfunctions caused by failure to maintain the product in accordance with the instruction manual (e.g., lack of regular maintenance).
3. Damage caused by force majeure (e.g., natural disasters, fires) or third-party infringement (e.g., man-made damage, traffic accidents).
4. Problems arising after repairs or replacement of components by non-official authorized personnel.
5. Malfunctions beyond the warranty period of the corresponding components.

#### V. WARRANTY SERVICE PROCEDURES

---

- **Application:** After discovering a fault, the user shall submit a warranty application through official customer service channels, uploading the purchase certificate, product serial number photo, and fault description (videos/pictures are recommended).
- **Review:** The official team will complete the review within 3 working days, confirm whether it is within the warranty scope, and provide feedback on the handling plan (free replacement of parts/paid repair).
- **Parts Replacement:**
  - For those within the warranty scope, the official team will send genuine original parts free of charge (shipping costs borne by Freego).
  - Users can choose to install by themselves or pay for installation at an authorized service center.
- **Objection Handling:** If the user disagrees with the review result, they can apply for re-examination within 7 days after receiving the result. The official team will issue a re-examination report within 5 working days (users shall cooperate to provide additional testing certificates if required).

#### VI. OTHER NOTES

---

1. The warranty service only includes free replacement of eligible parts (genuine original parts) and does not cover installation labor costs. Users shall arrange installation by themselves or pay to choose an official cooperative network.
2. The replaced old parts shall be owned by Freego. Users shall send back the old parts within 15 days after receiving the new parts (shipping costs borne by the official team). Failure to do so may result in the recovery of the new parts cost.
3. The final interpretation of these Terms belongs to the Freego brand.