



Warranty

We believe in our products and our suppliers and we are keen to support you through any troubles. As fellow riders, we know that accidents happen, so even if the damage is not covered by our warranty, please contact us and we will do what we can to help source replacement parts.

This is a limited warranty to cover manufacturer defects in materials and workmanship. Wyldbuck will repair or replace any products that are found to be defective within the scope of normal use with the same or most comparable model or component available. This warranty does not imply that components or the frame will last forever.

The following warranty covers all current Wyldbuck bicycles manufactured from 2020 onwards.

Wyldbuck warrants the original owner of each new Wyldbuck E bike to be free from defects in material and workmanship for the following periods:

2 year carbon frame warranty

1 year or 300 charges (whichever comes first) battery warranty (providing charging, maintenance and storage instructions are properly followed).

1 year for paint finish and decals

The motor and display are covered by a 2 year warranty by Bafang.

All other non Wyldbuck parts shall be covered exclusively by the stated warranty, if any, of their original manufacturer and are not covered by this warranty. Please check the owner's handbook for information linking to these warranties.

These rights are not transferable beyond the original owner.

Damage that occurs naturally and inevitably as a result of normal riding is referred to as wear and tear. For instance, even if properly maintained, a cassette or tyres will eventually wear out requiring replacement. It is the rider's responsibility to undertake regular inspection of the bike for wear and tear or damage.

Exclusions:

The warranty will not apply in the following circumstances:

Normal wear and tear on parts including, but not limited to tyres, chains, brakes, bearings, brake pads, cables, grips, cassettes, derailleur and chainring where there are no assembly or material defects.

Modifications or alterations from the original condition including hardware and software modifications made to the motor and electrical system.

Use of the bicycle for abnormal, competition, and/or commercial activities or for purposes other than those for which the bicycle was designed.

Neglect of the bicycle: i.e. failure to carry out regular care and maintenance.

Damage caused by failing to follow the owner's handbook.

Damage caused as a result of a crash, impact, fatigue, corrosion or improper use of the bicycle or component parts.

Damage caused by improper transportation.

Damage resulting from taking part in competitions, jumping, downhill and/or training for such activities or events as a result of exposing the bike to, or riding the bike in, severe conditions or climates.

Labour charges for part replacement or changeover.

Use of the bike beyond its stated weight limit.

Use of the bike by a rider other than the individual who it has been set up for.

Except as is provided by this warranty and subject to all additional warranties, Wyldbuck shall not be liable for any loss or damage arising from or concerning any Wyldbuck bicycle.

WYLDUCK

info@wyldbuck.com / wyldbuck.com

Registered company: ORYX E BIKES LIMITED Company number: 12890303
Registered office address: 130 Old Street, London, England, EC1V 9BD. Company is registered England



Any claim against this warranty must be made through Wyldbuck. Proof of purchase is required before a warranty claim may be processed. Wyldbuck will either repair the product or replace it with the same or most similar product available. (Due to product evolution or obsolescence some products may not be available at the time of warranty claim. Wyldbuck may elect in this instance to replace with the most suitable replacement part.)

Wyldbuck retains the right to the ultimate decision in the acceptance of a claim and the choice between replacement or reimbursement. All determinations under this limited warranties will be made under the sole discretion of Wyldbuck.

All labour charges for warranty services including installation of new components is the responsibility of the owner. This includes costs incurred from transportation or shipment to and/or from Wyldbuck.

Wyldbuck reserves the right to limit the warranty to the country in which the bike was purchased.

For a claim to be considered the bike must be in an assembled and reasonably clean state.

This limited warranty is void if the bike is used in a rental or a bike sharing programme.

The warranty shall be void if serial number stickers are removed or tampered with.

Wyldbuck excludes any and all liability for damage or accident occurring to the bike, parts or persons that have arisen from incorrect tuning of moving parts, the improper use and improper maintenance of the bike. This includes damage incurred through untimely replacement of parts subject to wear and tear.

In the circumstance of a claim being accepted, this does not represent acceptance of the liability for possible damages. Wyldbuck excludes all liability for which we are not legally bound to compensate these damages.

This warranty does not affect your statutory rights.

This is the only warranty provided by Wyldbuck on its bicycles. There are no warranties which extend beyond the description herein.

For questions regarding warranty and liability please contact customerservice@wyldbuck.com

This document is subject to change without notice.

Warranty process

Step 1: Find your frame serial number and payment receipt and contact us at customerservice@wyldbuck.com with a description of the problem.

Step 2: Wyldbuck will contact you within 15 working days to discuss the issue. We may request further information either written or video of defective parts.

Step 3: Wyldbuck will then advise whether or not the defective part needs to be returned to Wyldbuck. Wyldbuck are not responsible for return costs, this cost is the responsibility of the purchaser/customer.

Step 4: If dealing with a non original Wyldbuck component, Wyldbuck will contact the original manufacturer to claim via that manufacturer's warranty process. Wyldbuck is then not responsible for the outcome of this warranty, but will notify the customer of the outcome.

For Wyldbuck warrantied parts, Wyldbuck technicians will undertake prompt assessment and warranty evaluation.

Step 5: Wyldbuck will notify you whether the warranty claim has been approved or denied.

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WARRANTY FAQS:

Q: How do I submit a warranty claim to Wyldbuck?

A: Contact **Wyldbuck** at customerservice@wyldbuck.com and we will help you through the process.

Q: What documentation do I need for my claim?

A: As a start, please contact us. You will need to provide the part you need warrantied, along with the original proof of purchase.

Q: What is NOT covered by your warranty?

A: Replacement of wear and tear parts, damage from a crash or other accidental damage, and damage from abuse or corrosion are all examples of what is not covered. See the complete warranty policy for a more detailed list.

Q: I am not eligible for a warranty. Can you help?

A: Yes, we will do our best to help in this situation. Please contact us for more information.

Q: I have a warranty issue with a non-**Wyldbuck** component on a Wyldbuck bike. What should I do?

A: 3rd party components (e.g. Bafang or Magura) are warrantied directly by that manufacturer, but are dealt with through Wyldbuck. Please contact us to start this process.

Q: What will void my warranty?

A: Removal or tampering with serial number stickers.

Any attempt to tamper with, modify or dismantle electrical components, battery and motor.

Please see full warranty policy for full details,

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