

PRODUCT WARRANTY

At Flight Risk, we stand behind the quality of our bikes. If any original component is found to have a defect in materials or workmanship within the warranty period, we'll repair or replace it. Here are the warranty details for all Flight Risk bikes:

- **Frame:** 2 years / 10,000km
- **Electrical Components:** 2 years / 10,000km

What's Covered:

This warranty covers part replacement and labor for defects but excludes transportation charges. It does not apply to normal wear and tear, improper assembly, insufficient maintenance, misuse, accidents, or modifications to the frame or components.

What's Not Covered:

- Damage from improper assembly or insufficient maintenance
- Faults due to accidents, misuse, abuse, or negligence
- Modifications to the frame or components (voids warranty)
- Tyre punctures or general wear and tear
- Consequential damages or losses
- Costs associated with transportation, shipping, or third-party services

Limitations:

Our warranty covers only the repair or replacement of defective parts. Delivery to and from our service center or any charges from third-party repair services are the customer's responsibility.

Usage Note:

Using the bike for anything beyond normal activities—such as commercial use—or failing to follow the owner's manual voids the warranty.

Environmental Factors:

Flight Risk bikes are designed for real-world use, which includes exposure to vibrations, shocks, weather, and other conditions. However, damage caused by environmental factors like water penetration, extreme weather, or salt exposure is not covered under warranty.

Water Resistance:

Flight Risk bikes are water-resistant but not waterproof. They can handle light rain but should not be submerged or exposed to heavy rain. Cleaning should be done with a damp cloth only—failure due to water damage is not covered.

Assembly & Adjustments:

During shipping, minor adjustments (e.g., brakes, derailleur) may be needed. Detailed instructions for these adjustments are available on our website. If you choose to have a third party assemble or adjust your bike, their fees are not covered under warranty.

Scratches During Shipping:

In rare cases, small scratches may occur during shipping. We'll provide a paint touch-up kit

to address minor blemishes, but bike or part replacement requests due to cosmetic scratches alone cannot be honored.

Warranty Extensions:

If a warranty extension is offered, it can be purchased under the same terms and conditions. Extensions must be requested before the original warranty period expires.

Additional Rights:

This warranty is in addition to the rights and remedies provided under Australian Consumer Law. Flight Risk products come with guarantees that cannot be excluded under the law.

WARRANTY CLAIMS

Proof of Purchase is Required

In the rare event of a fault, our team is committed to resolving the issue quickly. To help us identify and fix the problem, we may request photos, videos, or troubleshooting steps from you.

Process:

- Submit your claim via email.
- Provide proof of purchase and requested details.
- Our technical team will assess the claim and determine coverage.

If the issue is covered under warranty, we may send replacement parts (e.g., battery, motor, controller) for testing or repair. Customers may need basic tools or technical knowledge to assist with troubleshooting under our guidance.

Shipping & Returns:

Costs associated with shipping parts or products back to our service center are the customer's responsibility.

At Flight Risk, we strive to ensure your experience is seamless and enjoyable. If you have any questions or concerns, we're here to help!