

External Battery Warranty

ninebot[®] KickScooter

by **SEGWAY**

Ninebot Kickscooter External Battery Warranty

This is the manufacturer's limited warranty ("Limited Warranty") for the Ninebot KickScooter external battery ("Product") for consumers in Americas ("Territory"). This Limited Warranty describes the service available to you in the event your Product requires warranty service, and you may have additional protections under your local laws.

1. Term of service

- Within 7 days of receiving Kickscooter external battery, for any broken or performance failure signs that are caused by non-human factors, customers can return or exchange or repair the unit with valid purchase receipt.
- Within 15 days of receiving Kickscooter external battery, for any broken or performance failure signs that are caused by non-human factors, customers can exchange or repair the unit with valid purchase receipt.
- 7 Days No-hassle Return Policy is only valid to Ninebot official website store. Customer will pay for the return freight.
- 7 Days No-hassle Return Policy is only valid when:
 1. The package is not opened. Package and unit are not damaged by human cause.or
 2. The package is opened, and the unit has not been assembled or used, all the accessories (including user manual, warranty card) are not missing, and confirmed by Ninebot Service.

For more information, please contact Segway Service (technicalsupport@segway.com)

The service term successively starts by the date of purchase, order number of e-commerce platforms, or the Ninebot system date of selling.

NOTE: For the order on e-commerce platforms, the service term starts at the time customer receive the unit.

NOTE: The package is needed when return the unit, please keep your package for at least 15 days after receiving the unit.

Parts service term policy:

Type	Parts	Service term
External Battery	External Battery	6 months

2. Non-warranty Policy

- 1) Exceed the term of validity of three packs of polity
- 2) Damaged by human factors.
- 3) Damaged by force majeure.
- 4) Damaged by using, maintenance and adjustment without the use of user manual instruction.
- 5) he information on invoice cannot match with product.
- 6) Misuse such as overloading, riding over obstacles (including but not limited to ridding down stairs, falling and so on), extreme sports.
- 7) Disassembling and repairing without authority from Ninebot Inc.
- 8) Damaging or tampering the Serial Number of mainframe by purchaser.
- 9) Malfunction or damage not stemming from manufacturer's Product Design, Technology, Manufacturing or Quality.

NOTE: Please contact official service before returning or exchanging the product, or if you have any questions, please contact Segway Service (technicalsupport@segway.com)