

WARRANTY & REPLACEMENT POLICY

Warranty Period And Terms

OKAI wants you to have peace of mind knowing your OKAI e-bike will last you for years to come. This is why OKAI offers a comprehensive warranty that covers every component that is deemed to be defective or damaged, including shipping damage. (See Claims Process.)

OKAI's Warranty resides only with the original purchaser and is non-transferrable. When an OKAI e-bike or e-scooter is purchased directly from OKAI, the Warranty is automatically registered and requires no further action on your part. When an OKAI e-bike or e-scooter is purchased from any other retailer, the included Warranty Form must be submitted to OKAI. Proof of purchase is required for every claim.

The OKAI warranty does not apply to normal wear and tear, improper assembly, improper or lack of maintenance, incorrect usage of parts or incorrect parts used on the bicycle or scooter, damage or failure due to impact from an accident, abuse, or negligence in use.

Covered Products

Frame

OKAI frames have a two year warranty against defects in manufacture and materials. OKAI will provide a replacement frame only. Labor charges associated with transferring components to replacement frames are not included. An authorized OKAI service representative will review all replacement claims, and OKAI will determine replacement.

- Under this warranty, OKAI reserves the right to use factory renewed replacement frames.
- Under this warranty, OKAI reserves the right to substitute frame styles and colors with a consistent style and color.

Frame Warranty Exclusions

This warranty excludes, but is not limited to:

- Corrosion
- Paint fade, scratches, and impact marks
- Impact damage
- Non-reversible modification (such as drilling or welding)
- Non-original mounted Chainguard
- Improper assembly, including stripped threads

- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the product), improper storage, abnormal exposure to liquid, chemical exposure, moisture, abrasives, sand or dirt, neglect, or abnormal physical stress

Forks & Shocks

Forks and shocks made by OKAI or other manufacturers, such as SUNTOUR, ROCK SHOX, etc., include a One (1) Year Warranty against defects in manufacture and materials. OKAI will repair or replace defective forks and shocks. The warranty term will not reset after repair or replacement and will remain unchanged from the original purchase date. An authorized OKAI service representative will review all repair and replacement claims. Determination of a defect will be at the sole discretion of OKAI.

Forks & Shocks Warranty Exclusions

This warranty excludes, but is not limited to:

- Normal wear and tear does not result from defects in workmanship or materials. Wear and tear will be assessed by OKAI.
- Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment
- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the product), improper storage, abnormal exposure to liquid, chemical exposure, moisture, abrasives, sand or dirt, neglect, or abnormal physical stress
- Alteration, change, or modification of the product, including its components, parts, or assemblies
- Scratches, dents, and cosmetic damage not caused by OKAI
- Accidents, neglect, misuse, abuse, improper use, lack of reasonable or proper maintenance, improper assembly, improper repairs, and use of non-original factory components
- Defects or damage caused by the use of accessories, products, or peripheral equipment not furnished or approved by OKAI
- Labor charges for part repair or replacement
- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, improper use of any electrical source, or any other natural or unnatural disaster

Battery

OKAI warrants e-bike and e-scooter batteries against defects in manufacture and materials for one year. OKAI will repair or replace a defective battery. The warranty term will not reset after repair or replacement. The Warranty will remain unchanged from the original purchase date. An authorized OKAI service representative will review all repair and replacement claims. Determination of a battery defect will be at the sole discretion of OKAI.

Battery Warranty Exclusions

This warranty excludes, but is not limited to:

- Charging with a battery charger not intended or appropriate for use with the Battery
- Using a battery charger improperly
- If any of the seals on the battery are broken or show evidence of tampering
- If the Battery has been used in equipment other than the e-bike or e-scooter for which it is specified
- Batteries with removed, defaced, damaged, altered, or illegible serial numbers or bar-codes.
- Normal wear and tear that does not result from defects in workmanship or materials. Wear and tear will be assessed by OKAI
- Defects or damage caused by modification
- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the product), improper storage, abnormal exposure to liquid, chemical exposure, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electronically stress
- Scratches, dents, and cosmetic damage, unless caused by OKAI
- Defects or damage caused by the use of accessories, products, or peripheral equipment not furnished or approved by OKAI
- Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment
- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, improper use of any electrical source, or any other natural or unnatural disaster

Motor

OKAI warrants e-bike and e-scooter motors against defects in manufacture and materials for one year. OKAI will repair or replace a defective motor. The warranty term will not reset after repair or replacement. The Warranty will remain unchanged from the original purchase date. An authorized OKAI service representative will review all repair and replacement claims. Determination of a motor defect will be at the sole discretion of OKAI.

Motor Warranty Exclusions

- Normal wear and tear that does not result from defects in workmanship or materials. Wear and tear will be assessed by OKAI.
- If there is any evidence of tampering
- If the Motor has been used in equipment other than the e-bike or e-scooter for which it is specified
- Motors with removed, defaced, damaged, altered, or illegible serial numbers or bar-codes
- Defects or damage caused by modification
- Labor charges for removal, repair, replacement, or reinstallation of motor
- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the product), improper storage, abnormal exposure to liquid, chemical exposure, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electronically stress
- Scratches, dents, and cosmetic damage, unless caused by OKAI
- Defects or damage caused by the use of accessories, products, or peripheral equipment not furnished or approved by OKAI
- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, improper use of any electrical source, or any other natural or unnatural disaster

Electrical Components

OKAI warrants Electrical Components against defects in manufacture and materials for six months. Electrical Components include: Brake motor interrupt sensors, throttle, controller, display, and wiring harness. If parts and components fail within 15 days after purchase, replacement parts will be replaced at no cost. If more than 15 days have passed, the claimant is responsible for all shipping costs related to replacing electrical components within the warranty period.

Electrical Components Warranty Exclusions:

This warranty excludes, but is not limited to:

- Normal wear and tear that does not result from defects in workmanship or materials. Wear and tear will be assessed by OKAI.
- Parts compromised by corrosion due to exposure to the elements (moisture, heat, etc.)
- Cosmetic damage or deterioration of the surface finish or appearance
- Labor charges for part repair or replacement

- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electronically stress
- Scratches, dents, and cosmetic damage not caused by OKAI
- Defects or damage caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by OKAI
- Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment
- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, improper use of any electrical source, or any other natural or unnatural disaster

Drivetrain Components

OKAI warrants Drivetrain Components against defects in manufacture and materials for Six Months. Components include: Brake Levers, Crankset, Cassette, Derailleur & Shifter. If parts and components fail within 15 days after purchase, replacement parts will be replaced at no cost. If more than 15 days have passed, the claimant is responsible for all shipping costs related to replacing Electrical Components within the warranty period.

Parts & Components Warranty Exclusions:

This warranty excludes, but is not limited to:

- Normal wear and tear that does not result from defects in workmanship or materials. Wear and tear will be assessed by OKAI
- Parts compromised by corrosion due to exposure to the elements (moisture, heat, etc.)
- Cosmetic damage or deterioration of the surface finish or appearance
- Labor charges for part repair or replacement
- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electronically stress
- Scratches, dents, and cosmetic damage not caused by OKAI
- Defects or damage caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by OKAI
- Defects or damage caused by improper assembly, testing, operation, maintenance, installation, service, repair, or adjustment

- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, improper use of any electrical source, or any other natural or unnatural disaster

Other Components

OKAI warrants Components against defects in manufacture and materials for Seven Days. Other Components include wearable parts such as Handlebars, Grips, Seat post, Saddle, Brake Pads, Pedals, Rims, Wheel Hubs, Kickstands, Reflectors, and hardware. Parts damaged during use after seven days will be replaced at the customer's expense.

Other Components Warranty Exclusions:

- Normal wear and tear that does not result from defects in workmanship or materials. Wear and tear will be assessed by OKAI
- Labor charges for part repair or replacement
- Defects or damage resulting from accidents, abuse, misuse, abnormal use (including but not limited to stunt riding, racing, or other similar activities not consistent with the intended use of the products), improper storage, abnormal exposure to liquid, chemicals, moisture, abrasives, sand or dirt, neglect, or abnormal physical, electrical or electronically stress
- Defects or damage resulting from external causes such as collision, fire, flooding, windstorms, lightning, earthquakes, exposure to weather conditions, theft, blown fuses, improper use of any electrical source, or any other natural or unnatural disaster

Claims Process

Warranty Claims

All claims to this Warranty must be made through OKAI and submitted to support.us@okai.co. Proof of purchase and photos or videos of the damaged product must be submitted alongside any warranty request. Before making a warranty claim, you are encouraged to contact OKAI via support.us@okai.co, as there may be a simple fix for your problem that does not necessitate filing a claim. All warranty claims on products purchased directly from OKAI will be processed through OKAI. All warranty claims on products purchased through a retailer will be processed through the retailer.

Replacement components will not be sent until OKAI receives the parts that need replacement.

OKAI will not replace any part without first seeing photos or video of the damaged product. Customers must provide this evidence by email.

OKAI will only provide replacement parts. OKAI will not reimburse any labor costs incurred for repairs of any kind.

Shipping Damage Claims

In rare instances, the item received may be damaged during transportation. If shipping damage occurs, please contact support.us@okai.co immediately and provide us with photos or videos illustrating the problem. Courtesy or free accessories are not eligible for replacement or compensation if lost, scratched, or damaged during transportation. NOTICE: We will not accept shipping damage claims filed more than seven days after receiving any products.

Addendum

The User assumes all inherent risks in the use of the product, including but not limited to personal injury, property damage, and/or other losses. If you have any warranty/parts inquiries, please contact support.us@okai.co to diagnose your OKAI Electric Bicycle. This is an integrated and final statement of OKAI Inc.'s Warranty. This Warranty is expressly limited to the repair or replacement of a defective item and said repair or replacement is the sole remedy of the Warranty. OKAI Inc.'s liability under this Limited Warranty shall be no greater than the amount of the original components. In no event shall OKAI Inc. be liable for incidental or consequential damages.