

Warranty Policy

Our Warranty We Offer On All Scooters.....Even if you did not buy it direct from X-Treme, Rest assured your covered, providing you purchased it from one of our authorized dealers.

Warranty (last updated 07/07/2011)

X-Treme Scooters offers a **30-day** limited bumper-to-bumper manufacturers warranty on all scooters and accessories on all models that are purchased from an authorized dealer and up to 90 days on certain listed models. Original purchase receipt required.

X-Treme Scooters will NOT offer any warranty on any products purchased from second hand sellers, non authorized X-Treme Scooter Dealers, products purchased used, or products that are purchased via outlet centers. X-Treme Scooters will offer free lifetime technical support access on these products & if parts are needed, those parts may be purchased at retail price from X-Treme Scooters.

Selected **90 day warranty** models include:

Electric Bicycle's - XB-502 – XB-562 - XB-610 - XB-300Li –XB-305Li - XB-310Li - XB-700Li - XB-420M

Selected **6 Month Warranty** models include:

XM-3150 – XM-4000Li - XM-5000Li

The warranty **starts the day the scooter is delivered to you**. This warranty **covers factory defects and defaults only**. We do not cover misuse or broken parts caused by the user or by any other event. **X-Treme will pay for standard shipping service costs on the first warranty shipment only**. Any additional warranty parts that are needed will require the customer to pay all shipping costs.

Battery Warranty

We offer a full **6-month** even trade warranty on defective batteries.

Selected **1 year battery warranty** models include:

XB-700Li - XB-300Li - XB-310Li – XB-305Li - XM-4000Li - XM-5000Li

If any battery should become faulty within the specified warranty period we will replace the battery free of charge. **X-Treme requires that defective batteries be returned to us for exchange. X-Treme Scooters does not pay the shipping fee's to return the batteries to us** however we will pay to ship the replacement batteries back to you. If you have questions about our warranty, please contact our support department by opening a ticket only. A friendly representative will get back to you quickly. Our support department hours are Monday through Friday 8 AM to 5 PM Pacific Standard Time.

Gasoline Engine Warranty

We offer a **30 day warranty** on all gas engines for all models.

We offer a 1 year engine warranty on selected ATV's & Moped Motorcycles models:

XA-110 - XA-112 - XA-114 - XA-150 - XM-50 - XM-150 XM-155 - XM-160. The 1 year engine warranty warrants against factory defects only. Defective engines must be returned to X-Treme Scooters at the **customers expense** & will be replaced if X-Treme Scooters determines the engine is defective due to a factory defect.

X-Treme Scooters will pay the shipping cost to send the replacement engine to the customer.

Limited Warranty Details

What is covered & what is not covered:

- 1. Shipping damage:** Should your item arrive with damage that is a direct result of the assigned shipping carriers mishandling, X-Treme will replace those damaged parts free of charge under warranty as long as the damage is reported immediately after delivery. In the event that the damage is determined to be extensive, (digital photos may be required by e-mail and provided to us with in 15 days), at X-Treme's discretion and after careful consideration, X-Treme may arrange to have the item picked up and returned to X-Treme for free replacement. X-Treme will provide technical support via phone or through our Support Help Desk to assist customers with the replacement of parts but will not pay labor charges to install such parts.
- 2. Tires, tubes & kick stands:** These items are NOT covered unless they are damaged as a result of shipping.
- 3. During your applicable warranty period:** X-Treme Scooters will replace any defective part free of charge and free of shipping charge to the end user of the scooter. X-Treme may require certain parts to be returned to X-Treme before replacing those parts. Shipping costs back to X-Treme must be paid for by the end user / customer. **Call tags will never be issued.**

Pocket Bike & Gas Scooters Models Starting With 'XG' Warranty:

"Manufactures defects will only be covered"

- 1. Engines are covered.** Each engine is started, tuned up and tested before we ship the pocket bike or gas scooter to you. **Failure to premix oil with the gas voids the engine warranty.**
- 2. Pull starters are not covered.** Spare scooter pull starters can be purchased online.
- 3. Tires, tubes & flat tires are not covered** unless damaged during shipping. (Damage must be reported to us immediately.

15 DAY RETURN POLICY (Satisfaction Guarantee) (Added 12-10-2008) Updated 10-26-2011) (Updated & Improved 3-26-2012)

If during the first 15 days you choose to return merchandise purchased from X-Treme Scooters for a replacement/exchange or refund less shipping, please **review the terms and conditions** below.

If you fully agree with these terms and conditions and wish to proceed with your return go to www.x-tremescooters.com/support/, open a support ticket and request an R.M.A. (Return Merchandise Authorization). Within 3 - 5 business days of submitting your request, a team member from our support department will contact you with further instructions. Returns for refund will only be authorized during the first 15 days after delivery. **After 15 days RMA's for replacements only will be authorized.**

Return Terms and Conditions

(3-26-2012) Refunds will be for 100% of the entire purchase price including the original shipping costs. Extended Warranties purchased will be 100% refunded when a scooter is returned for a refund.

Note: Customer is responsible for returning merchandise at his or her own expense.

At the discretion of X-Treme Scooters, returns which do not follow the above guidelines may be refused and require the customer to pay return shipping and handling fees, or an additional processing fee may apply. If accepted, items returned without an RMA# are subject to an additional 15% restocking fee. Contact tech support on this link to obtain an RMA number.

Customer is responsible for returning merchandise at their own expense.

Merchandise must be received in 100% new, re-sellable condition. Merchandise is not eligible for refund if it has been ridden, worn, used, abused, damaged in any way or gas has been added to the fuel tank. Merchandise

must arrive complete (including warranty cards, manuals, accessories, promotional items, etc.) and in the original packaging.

Customer must initiate return shipment of the merchandise within 15 days of the purchase date.

Preparing your product for Authorized R.M.A. return shipment:

1. Re-pack the merchandise securely in its original packaging, include the original contents of the box; warranty cards, Manuals, accessories, promotional items, etc.
2. Include a copy of your invoice.
3. Include a copy of the RMA notice you have received from us via our support department help desk.
4. Clearly print your RMA# on the return shipping label (on the outside of the box). For your protection we recommend all returns be sent via UPS, Federal Express, DHL or other courier that issues a tracking number. We recommend that the shipment is insured. The customer is responsible for damage or loss during return shipping.
5. Freight collect and COD packages will not be accepted.

At the discretion of X-Treme Scooters, returns which do not follow the above guidelines may be refused and require the customer to pay return shipping and handling fees, or an additional processing fee may apply. **If accepted, items returned without an RMA# are subject to an additional 15% restocking fee.** Contact [tech support](#) on this link to obtain an RMA number.

***Customer is responsible for returning merchandise at their own expense.**

***All new units will be charged the 15% restocking fee.**

***Customer is responsible for returning merchandise at their own expense.**

Once merchandise has been accepted for refund, **credit will be applied to the account through which payment was originally made immediately which means we will refund your dealer or the store you purchased from and your dealer / store will have to refund you.**

Shipping Damage Returns: (Added 2-5-2011)

1. If you received a shipment that appears to be damaged during shipping or if you open up your package and you find damage, please take photos of the damage and immediately contact us. Photos of the damage are necessary. Do not destroy the carton or packing materials.
2. Upon contacting customer care, we will determine if the problem can be resolved by sending you replacement parts or if damage claim and return should be initiated with the carrier.
3. Shipping damage must be reported to us within 3 days of receiving your shipment due to carrier policies.

Once merchandise has been accepted for refund, credit will be applied to the account through which payment was originally made immediately which means we will refund your dealer or the store you purchased from and your dealer / store will have to refund you.

Signature Required Option:

We make a **Signature Required Service** available to all our customers at the time of purchase for a minimal fee. If this service is not purchased X-Treme Scooters will not be responsible for packages that have been left at the recipient's door and consequently lost and/or Stolen.

Order Cancellation Policy:

Before completing your purchase, please confirm that you have selected the correct item(s), color(s), accessories, etc. Due to the high volume of orders we receive and the speed at which we process these orders, once an order is placed it is generally processed & shipped immediately therefore we have a **NO cancellation policy** after an order has been placed.

Electronic Parts:

Electronic Parts are **non-returnable**. Please make your selections wisely when purchasing parts. Contact our parts department for more information. Our parts department can be reached by email or by phone 1-253-777-0690.

Lifetime Technical Support:

Lifetime technical support is provided to each customer that purchases an X-Treme Scooter. To access our technical support department click on this link to open a support ticket. After a support ticket has been opened an X-Treme Scooter technician will respond to your ticket and an e-mail will be sent to you. If you would like to speak to a technician by phone, include your phone number on the ticket and ask the technician to contact you. Tickets are answered in the order received. Your initial posting puts you in line for the next technician to assist you. Should you post to your ticket before a technician responds, you will move your ticket to the bottom of the list so to ensure a quick reply, do not to post again until a tech replies to you.

Disclaimer:

X-Treme Scooters Manufacturers & Wholesale Distributors is not responsible for the proper or improper use of merchandise sold. We care about our customers and urge you to exercise caution and take necessary safety measures to protect yourself while engaging in cycling. X-Treme Scooters encourages, begs, and asks that you wear a helmet and use appropriate lighting while riding at night regardless of the legal requirements in your particular state. Potential customers, you should check with your local law enforcement agency before purchasing about age requirements for riding electric scooters, gas scooters & pocket bikes. Some states may have laws restricting the use of these items on public streets, generally all states allow them on private property such as campgrounds, parks etc....but many states have age requirements and most states require helmets and protective equipment to be worn by certain age children. Pocket bikes with racing slicks should not be used on wet or slippery roads. Please always scoot safely. Know your laws before you go scootin. We will not take back a scooter if you find your laws do not permit your child to ride it. Check first.

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