

Bosch eBike Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified Bosch eBike motors, batteries, displays and ancillaries after July 2025.

This voluntary manufacturer's warranty is offered by Robert Bosch Taiwan, Co Ltd ("**Bosch**")

All Bosch eBike systems are carefully checked, tested and are subject to the stringent quality controls of Bosch Quality Assurance.

Before using Bosch eBike Products, customers should read the manual(s) provided that outline information on their assembly, use, maintenance and safety precautions. These manuals can be found at <https://www.bosch-ebike.com/au/>.

Important Note: Consumer Protections

If you have purchased your product in Australia, you should be aware that:

*This warranty is provided **in addition** to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

If you have purchased your product in New Zealand, you should be aware that:

This warranty is supplemental to any other rights and remedies you have under the Consumer Guarantees Act 1993 NZ, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the Consumer Guarantees Act 1993 NZ in respect of your product.

(A reference to "Bosch" in this Voluntary Repair or Replacement Warranty is a reference to Robert Bosch Taiwan, Co Ltd, unless from the particular context it is obvious that it is being used as a trademark or brand name.)

Warranty

Bosch warrants to the original retail purchaser who purchases in Australia or New Zealand, at its option, to repair or exchange Bosch eBike systems.

This warranty extends to motors, batteries, displays and ancillaries produced by Bosch (**Products**) if such Products are faulty or defective in manufacture or materials during the warranty period specified below. If the Bosch eBike Product has been purchased as part of another product (e.g. an eBike), this warranty in no way replaces or supplements the warranty of the manufacturer of that product. Such warranty is the sole responsibility of the product's manufacturer, and the supplier or manufacturer should be contacted directly to file any claim under such warranty.

Our warranty is provided for the benefit of end-users of the Products, in Australia & New Zealand. This warranty only covers repair or replacement of the defective products and does not cover:

- A Product on which the product identification tags, stickers, or nameplates have been removed, altered or defaced;
- Scratches in or discoloration of finishes on the Product;
- Damage caused to the Product by excessive temperatures or pressures;

- Damage to parts of the bicycle not manufactured by Bosch;
- Serviceable items and normal maintenance as required per the owner and technical Manuals; and/or
- Labour required to remove, re-fit or re-adjust the Product within the bicycle assembly.

Warranty Period and Coverage

The warranty periods offered will commence upon the date of the purchase of the Product and if the date cannot be determined, then the warranty period will commence twelve (12) months after the date of manufacture stamped on the Product.

The following warranty periods will apply:

Domestic, lease & subscription use:

- Motor: 2 years
- Batteries: 2 years or 500 charge cycles, whichever comes first
- Display Units: 2 years
- Ancillaries (small parts & hardware): 2 years

Commercial use:

- 1 year from date of purchase

The "domestic, lease & subscription use" warranty periods apply to Products that are used by individuals for personal use. The commercial use warranty period will apply for Products used for all other uses. This includes, without limitation, use of Products for hire, demonstration or Delivery .

Warranty Conditions

This voluntary warranty is subject to the following conditions:

- The warranty is limited to the repair or replacement of the defective Product where the original retail purchaser must bear any labour fees charged by the independent bike dealer for their service.
- The Product must have been installed and correctly commissioned by a Bosch authorised eBike dealer (proof may be required).
- The original retail purchaser is responsible for regularly examining the Product to undertake a normal service and other maintenance services, when necessary, at appropriate intervals.
- The warranty period is not renewed or extended as a result of a warranty repair or replacement.
- The warranty is not transferable and is only offered to the original retail purchaser of the Product.
- These warranty terms cannot be amended except in writing by an authorised representative of Bosch.
- The warranty claim must meet the requirements below in respect to "How to Make a Warranty Claim".

Warranty Exclusions

This warranty will not apply to a defect or fault to the extent to which it arises:

- Due to a failure to use the Products in accordance with instructions provided by Bosch or failing to take reasonable care of the products which includes, but is not limited to:
 - Improper installation or assembly;
 - Partial or complete disassembly;
 - Negligent or careless storage and handling;
 - Poor maintenance and a failure to perform maintenance or normal service as reasonably expected;
 - Accidental damage;
 - Use for a purpose or in environmental conditions for which the Products were not designed or sold for;
 - Performing unauthorised modifications i.e., tuning the drive unit to overcome the speed limitation;
 - Repairs or alterations by third parties (excluding Bosch contracted service partner); or
 - Use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of Product, and/or
- As a result of changes in condition or operational qualities of the Products due to:
 - Climate or other environmental influence;
 - Foreign material contamination;
 - Water entry; or
 - Exposure or solvents.

How to Start a Warranty Claim

If a Product fails within the warranty period, the end user must stop using the Product and store the Product in a safe, dry environment.

The Product must be returned before the end of the warranty period to the place of purchase or Bosch Authorised eBike Dealer together with proof of purchase.

To locate a Bosch Authorised eBike Dealer, please visit <https://www.bosch-ebike.com/au/service/dealer-search/#> for Australia and <https://www.bosch-ebike.com/nz/service/dealer-search/#> for New Zealand.

Costs of Submitting a Warranty Claim

In respect of valid claims under this voluntary warranty, the end user will not be charged for costs associated with making a warranty claim with Bosch, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims with Bosch under this voluntary warranty may be sought from Bosch. To enquire how to make a claim for reimbursement for costs incurred in submitting a warranty claim, please email contact@bosch-ebike.com.au in Australia or contact@bosch-ebike.nz in New Zealand. Documentary evidence in support of such claim will be required.-Bosch will not be liable for an end user's costs in making any warranty claims deemed to be invalid. Costs may be charged to an end-user by their selected bicycle shop, such as costs for diagnostics, service technician fees and component fitting. These costs are not reimbursable by Bosch.

Deadlines for Submitting Warranty Claims

Bosch aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all warranty claims are

promptly submitted to Bosch as soon as the product fails, and in any event, before the end of the warranty period.

Packaging

Products do not need to be returned with the original packaging to make a warranty claim.

Product Liability and Product Safety

Bosch should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

Privacy

Bosch and/or Authorised Service Dealers are required to seek personal information from an end-user who seeks to make a claim under this warranty.

Such personal information may be used by Bosch and/or Authorised Service Dealers (who are authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch) for the purpose of processing such warranty claim and also for the provision of customer support and further information about Bosch's products and services (**Purpose**).

If an end-user does not wish to provide Bosch and/or its Authorised Service Dealers with personal information, Bosch may be unable to process the end-user's warranty claim or to provide the end-user with additional customer support, services and information.

Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian *Privacy Act 1988* (Cth) (as amended) and New Zealand's Information Privacy Principles described in the *Privacy Act 1993* (NZ).

Bosch takes security measures in order to protect any personal information collected in the warranty claim process against manipulation, loss, destruction, access by unauthorized persons or unauthorized disclosure. Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.

An end-user has the right to access the personal information Bosch, or its Authorised Service Dealers hold about them. The end-user can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.

Bosch Contact Details

This voluntary warranty is offered by Robert Bosch Taiwan, Co Ltd. of 6F. NO. 90, Jian Guo North Road, Sec 1, Taipei, Taiwan. Please email at contact@bosch-eBike.com.au Tel.: 03 9586 1689 for Australia and contact@bosch-eBike.nz for New Zealand Tel.: 0800 111 505 if you have any queries in relation to this voluntary warranty.