

# WARRANTY AND SERVICE

## **WARRANTY**

Any vehicle, registered and operated under regular conditions on the territory of the Republic of Bulgaria, shall be subject to a warranty. MOTORETTA D1 warranty period is 2 years from the date of purchase (battery warranty is 1 year). During the warranty period, any part that is defective or requires servicing will be replaced or repaired free of charge, except for those parts for which the warranty does not apply.

## **WHAT DOES NOT WAR THE WARRANTY?**

The warranty does not cover tire wear or damage, linings, lights, cosmetic and structural damage resulting from negligence to the scooter, damage due to strike or mechanical impact, negligence of the user, non-observance of the instructions for use. The warranty will be voided in the case of repairs by unauthorized persons, modifications, modifications to the construction, incorrect exploitation, etc.

## **HOW TO USE YOUR WARRANTY IF NEEDED?**

STEP 1: Prepare your warranty card, which you must present at the service center.

STEP 2: Please contact your nearest authorized service center. If MOTORETTA does not have an authorized service center in your city, please contact us for further assistance at +359879474777 or at [rideme@motorettagroup.com](mailto:rideme@motorettagroup.com)

## **SERVICE**

MOTORETTA offers warranty and after-sales service to all its customers. For more information about the authorized service network of the company, please check [HERE](#).

## **RETURN AND ADVERTISING**

MOTORETTA appreciates the time and comfort of its customers. If the product you purchased does not satisfy you, if you find a factory defect, if you find a violation of its integrity or have another reason, please note that you can always return it to us within 14 days of delivery.

## **HOW CAN I RETURN A PURCHASED PRODUCT?**

If you purchased the product from the MOTORETTA online store, please follow these steps to claim the reclamation:

STEP 1: Download the reclamation form [HERE](#).

STEP 2: The claim for reclamation must meet all the conditions in order to be honored:

- You have complied with the 14-day claim deadline, from the date of delivery;
- You have kept the original of the invoice and the contract for the purchase and sale of the goods; Attach a copy on the reclamation form;
- The merchandise you want to return is in the same commercial form as you received it;
- You have applied all accompanying accessories with their packaging and all the documents with which you have received the goods (warranty card, user instructions, etc.);
- The product has no traces of wear, scratches, bumps and traces of impact or other traces of use;

If one or more of the conditions above does not meet the requirements for making the claim, MOTORETTA reserves the right to refuse the return of the goods and the amount paid for them.

STEP 3: Submit the claim form to [rideme@motorettagroup.com](mailto:rideme@motorettagroup.com) and wait for our associates to contact you to give you detailed instructions on how to send the goods back to us. Please note that in case of complaints, transportation is always

at the expense of the customer except in cases where we have sent you the wrong product or the product does not correspond to the description on the site.

STEP 4: After receiving the product and inspecting it, our associates will contact you to comment on the possible ways of compensation.

If you purchased the product from the MOTORETTA dealer network, please refer to the particular location from which you purchased the goods for detailed instructions on how to give it back.