

MOGOO // WELCOME

WELCOME TO THE MOGOO FAMILY

Dear Customer,

Congratulations! On your prized possession of a Mogoo Bicycle. Welcome to the Mogoo family, the finest bikes of the region.

With Mogoo in your possession, the road is laid, the path is clear for you a Connoisseur as you pedal your way to a great journey ahead.

Our products are built on QRD – Quality, Reliability & Durability and rest assured that you will experience them.

In the unlikely event of an issue with a Mogoo product, our limited warranty will be handy. Meanwhile, my team and I stand by principles of Speed, Simplicity, and Trust and look forward to you experiencing the same with Mogoo.

Khozema K.

CEO & Founder, Mogoo Bicycles



MOGOO // LIMITED WARRANTY

WARRANTY TERMS AND CONDITIONS

This limited warranty is offered by Mogoo Bicycle Industries and warrants to the purchaser/user/customer that for a period as mentioned below for specific parts this warranty will be applicable.

WHAT THIS WARRANTY COVERS

- ♦ Lifetime warranty on all frames for the entire ownership period of the original purchaser This covers manufacturing and material defects
- ♦ Fork – Nine months from the date of purchase
- ♦ All other original components and accessories – Nine months from the date of purchase

THIS WARRANTY EXCLUDES & DOES NOT COVER THE FOLLOWING

- ♦ Normal wear and tear
- ♦ Tires, gear sets, tubes, and related consumables which get depleted due to normal usage and wear and tear
- ♦ Damage caused by accidents, neglect or abuse
- ♦ Modification or alteration in any way of the original product
- ♦ Direct, incidental, or consequential damages, including damages for personal injuries, property damage or economic loss
- ♦ Labor charges for part replacement or changeover
- ♦ Transport charges for replacement parts
- ♦ Plastic and rubber components or the accessories adding to the decorative value of the bicycle

PROCEDURE

- ♦ For any claim to be considered, the bicycle must be brought into an authorized Mogoo dealer/distributor in assembled condition and accompanied by the original, dated sales receipt for the bicycle (Be sure to keep your receipt in a safe place)
- ♦ Warranty service will be performed by an authorized Mogoo dealer/distributor/franchise proof of purchase must be provided. Cost of shipment or transportation to and from the shop of a Mogoo authorized dealer/distributor/franchise is the responsibility of the purchaser
- ♦ If you elect to repair a defective product yourself or use the services of someone other than an authorized Mogoo dealer/distributor/franchise or if you use a replacement part not supplied by Mogoo, Mogoo will not be liable for any damage, failure or loss caused by the use of such unauthorized service or parts

- ♦ If the sales invoice is not provided with defective parts/cycle warranty will be deemed to be from the date of supply indented at point of sale from where purchase by customer was affected. The decision of Mogoo will be final and binding in this regard
- ♦ Any product which is purchased online and in any case of a manufacturing defect or repair the same needs to be sent to our authorized Service center in Dubai. Cost of shipment or transportation to and from the Service Centre is the responsibility of the purchaser
- ♦ This Warranty only applies to bicycles manufactured and or distributed by Mogoo Bicycles

*This warranty document will stand Null and void if the cycle is used for any illegal or any anti-national activity or is seized or involved in any legal dispute.

MAKING A CLAIM

Bring the assembled bicycle and your original, dated sales receipt to any authorised Mogoo dealer or distributor. For help finding your nearest one, or for an online purchase that needs our Dubai service centre, contact us:

WHATSAPP

+971 4 341 3396

EMAIL

topgear@abhgt.com

ONLINE

mogoobikes.com

SERVICE CENTRE

Dubai, United Arab Emirates

