



WARRANTY DETAILS

Santafixie Group S.L. (also known as Santafixie, Volavelo, Newbornriders), herein referred to as “**Santafixie Group**”, wants you to be fully secure on your new bike. That’s why we would like you to entirely read and understand the manual before your first ride on your new bike.

Our bikes come with our 30-day guarantee. After your purchase, you have a 30-day period to decide if you are going to keep your bike or not. If within this period you get to the conclusion that you don’t want it, return it to us in the original package without having used and/or mounted it and we will refund the purchase price provided that it arrives in perfect conditions. After expiration of the 30 days, you will not be entitled to a refund.

Additionally, from the receipt date, you have a 12-month manufacturing warranty - simply meaning that if there is a problem with your product after the initial 30-day period and the supply of spare parts would not be sufficient, you can return the bicycle to us and we will repair or if needed replace the damaged part(s) for you providing the problem is proven to be a result of either a manufacturing or material defect. The limited warranty only applies to the original owner of the bicycle and proof of purchase and professional assembly by an authorized dealer is required for the warranty to be valid.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from country to country. **Santafixie Group** shall not be liable for incidental or consequential damages.

If we find that the problem is due to misuse or neglect, we reserve the right to charge you for the repair and the return of the bicycle.

If a warranty issue is suspected, please send an email to the **Santafixie Group** Support Team: hello@santafixie.com. Make sure to include your name, Santafixie Group order number (located on the receipt), phone number, photos of items to be covered under warranty, proof of a professional assembly, and reason for warranty coverage.

If warranty is approved, **Santafixie Group** will decide if item(s) will be repaired or replaced. Some items may be requested to be returned to **Santafixie Group** before replacement item(s) is/are sent or repaired. The return address is located on the order receipt received with the order.

Any item returned without **Santafixie Group** approval and original receipt for proof of purchase will not be considered for warranty.

Santafixie Group bicycles are built for General Use (Appendix A in the manual).

Some of the points of this Owner’s Manual apply to your bicycle and some do not. For example, your bicycle may or may not come with gears.