

## BirdBike Limited Warranty

### Record Your Product's Serial Number

Record your Product's Serial Number. You can find the Serial Number on the underside of the downtube. You'll need to reference this Serial Number when contacting Bird Support or facilitating any warranty process.



Bird Support Contact Form or visit [support.bird.co](https://support.bird.co).

The Product is manufactured by Bird Rides, Inc. ("Bird"), located at 406 Broadway #369, Santa Monica, California 90401, USA.

## **1. Limited Warranty Period**

This Limited Warranty covers all defects in material and workmanship of the Product arising or occurring as a result of your normal and ordinary use of the Product. In the event a defect covered by this Limited Warranty occurs, Bird will repair or replace your Product in accordance with the terms of this Limited Warranty. The applicable period for the Limited Warranty begins upon the original purchase date of the Product from Bird or an authorized Bird distributor or dealer and applies to the Product in the following ways:

FRONT FORK AND FRAME - 2 YEARS

BRAND-NAME COMPONENTS - 1 YEAR

Freewheeler

Bafang Motor

NON-WEARABLE COMPONENTS - 1 YEAR

Handlebar

Battery Pack

Display

PCM Controller

Charger

Alarm Speaker

Speed Sensor

Gates Belt

Brakes

WEARABLE COMPONENTS - 6 MONTHS

Kickstand

Grip

Bell

Foot Pedal

Upper & Lower Tube Cover

Seat Tube Rubber Cover

All other parts of the Product not explicitly listed above, including electric parts, have a one (1) year warranty period. Paint is guaranteed from corrosion for a one (1) year warranty period.

## REPLACEMENTS AND REPAIRS

For Products that are replaced or repaired, the limited warranty period is the longer of: (i) the remainder of the original Limited Warranty for the Product; or (ii) 90 days from the consumer's date of receipt of the replacement or repaired Product.

### **2. Limited Warranty Service Process**

If you discover what you believe is a defect for your Product, please contact [birdbike@spring2market.com](mailto:birdbike@spring2market.com). You will need to provide your order number, order date and receipt of purchase along with a description of the defect.