

Electric Bike Warranty

The warranty period is one year and covers manufacturing defects or failure of any electric part. The bicycle frame is also covered. We will repair or replace any failed part during the warranty period. The warranty does not cover physical damage, misuse, or customer modifications. Full suspension model is designed for trail use only and not warranted for extreme mountain biking. Parts returned for warranty will be examined for misuse and a determination will be made on warranty coverage. Not covered are basic bike parts such as brakes and tires. Customer is responsible for return postage. Warranty includes labor if performed by Hightekbikes, it does not include labor done by third parties. This is the extent of the warranty and no other coverage is expressed or implied.

Return Policy

We do not accept returns. All sales are final. We sell high quality products with warranties and support. We take care in using only the best trucking companies to deliver your ebike undamaged. They cannot be shipped by parcel carriers. All products are new unless otherwise marked. Due to the nature of electrical products, is not feasible for us to take returns and give refunds. Thank you for your understanding. Please be sure of your purchase by asking questions if necessary. We will be happy to advise you and recommend a product based on your requirements. We appreciate your business.