

Navee After-sales Warranty Policy

Navee provides after-sales service to customers in accordance with the relevant laws and regulations of the sales region. This policy applies to Navee products.

1. Scope of Application

Navee provides warranty services for products sold through official or officially authorized channels. Products purchased through unauthorized channels are not covered by this policy. Products purchased within a country are eligible for warranty services only in the country of purchase. If the product is purchased within any EU member state, the warranty service applies across all EU member states.

2. Warranty Service

2.1. If a product exhibits non-human-induced quality issues within a certain period from the date of purchase, and after confirmation by Navee personnel or authorized personnel, Navee will provide warranty service. The warranty period for the machine and parts is as follows:

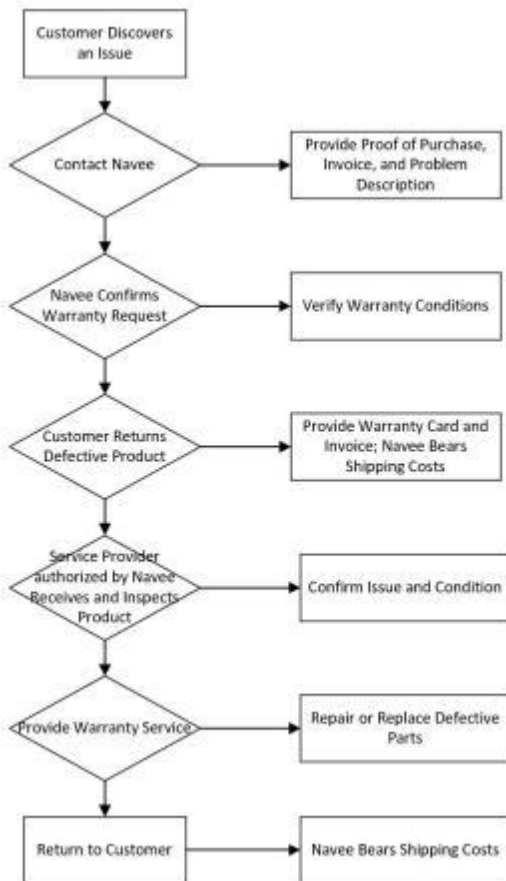
Type	Warranty Period	Part Name	Warranty Coverage
Main Unit	24 months	Frame assembly	Due to product-related performance failures that cannot be repaired, such as open circuits, desoldering, fractures, and distortions, replacements can be made. Damage caused by impacts, unauthorized modifications, or other human-induced factors is not covered by the warranty.
		Motor assembly	Due to product-related performance failures (such as coil phase loss, burnout, demagnetization or detachment of magnetic steel, and deformation of the wheel axle), which cannot be repaired, replacements can be made. However, damage to the wheel hub caused by insufficient tire pressure over speed bumps, potholes, or similar reasons is not covered by the warranty.
		Hub	Due to product-related performance failures that cannot be repaired, such as open circuits, desoldering, fractures, and distortions, replacements can be made. However, damage to the wheel hub caused by insufficient tire pressure over speed bumps, potholes, or similar reasons is not covered by the warranty.
		Controller assembly	Due to product-related performance failures that cannot be repaired, replacements can be made. However, damage caused by unauthorized modifications or other human-induced factors is not covered by the warranty.
		Instrument assembly	Performance failures caused by product-related issues that cannot be repaired are eligible for replacement. However, damage resulting from unauthorized modifications or other human-induced factors is not covered by the warranty.
		Front fork	If a product-related issue causes performance failures, oil leaks, or other problems that cannot be repaired, the product can be replaced. However, damage caused by collisions or other human-induced factors is not covered by the warranty.
		Shock Absorber Assembly	Failures due to product quality issues (such as shock absorber failure, oil leakage, or physical damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Folding Assembly	Due to product-related performance failures that cannot be repaired, such as open circuits, desoldering, fractures, and distortions, replacements can be made. However, damage caused by impacts, unauthorized modifications, or other human-induced factors is not covered by the warranty.
		Stem assembly	If a product-related performance failure cannot be repaired, such as open circuits, desoldering, fractures, or distortions, the product can be replaced. However, damage caused by impacts, unauthorized modifications, or other human-induced factors is not covered by the warranty.
		Vertical tube	If a product-related performance failure cannot be repaired, such as open circuits, desoldering, fractures, or distortions, the product can be replaced. However, damage caused by impacts, unauthorized modifications, or other human-induced factors is not covered by the warranty.
Main		Battery	If there is leakage or the capacity is less than 80% due to product quality issues, a

Components	24 months		replacement can be made. Damages caused by unauthorized modifications or other human factors are not covered under the warranty. Damage resulting from improper storage, failure to charge in a timely manner, use of non-standard chargers, water ingress, impacts, or drops will not be covered by the warranty.
		Light	Failures such as non-illumination or insufficient brightness caused by product quality issues are eligible for replacement. However, damages resulting from unauthorized modifications, improper use, or accidents (such as crashes) are not covered under the warranty.
		Turn signal	Non-illumination or insufficient brightness caused by product quality issues are eligible for replacement. However, damages resulting from unauthorized modifications, improper use, or accidents (such as crashes) are not covered under the warranty.
		Throttle	Failures caused by product quality issues (such as malfunction, sticking, uneven acceleration, electrical failures, or physical damage) are eligible for replacement. However, damages resulting from unauthorized modifications, improper use, or accidents (such as crashes) are not covered under the warranty.
		Turn signal switch	Failures caused by product quality issues (such as switch malfunctions, electrical failures, or physical damage) are eligible for replacement. However, damages resulting from unauthorized modifications, improper use, or accidents (such as crashes) are not covered under the warranty.
		Brake handle	Failures caused by product quality issues (such as unresponsive or sluggish handles, mechanical failures, or physical damage) are eligible for replacement. However, damages resulting from unauthorized modifications, improper use, or accidents (such as crashes) are not covered under the warranty.
		Charging port assembly	Failures caused by product quality issues (such as poor contact at the charging port, electrical failures, or physical damage) are eligible for replacement. However, damages resulting from unauthorized modifications, improper use, or accidents (such as crashes) are not covered under the warranty.
		Headset Bearings	Failures due to product quality issues (such as bearing failure, severe wear, or physical damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Charger + Power Cord	Failures due to product quality issues (such as charging faults, overheating, short circuits, or physical damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
Wearable Parts	3months	Decorative Cover	Failures due to product quality issues (such as detachment, cracking, or physical damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Foot pad	Failures due to product quality issues (such as damage, severe wear, or warping) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Reflector	Failures due to product quality issues (such as loss of reflective effect, damage, or physical damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Handlebar grip	Failures due to product quality issues (such as damage or severe wear) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Front/Rear fender	Failures due to product quality issues (such as damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Kickstand	Failures due to product quality issues (such as inability to properly support, looseness, or physical damage) can be replaced. However, damage caused by unauthorized modifications, improper use, or external factors is not covered by the warranty.
		Drum/Disc brake	Failures due to product quality issues (such as brake failure, uneven wear, or physical damage) can be replaced. However, damage caused by unauthorized modifications,

		improper use, or external factors is not covered by the warranty.
	Inner tire	Failures caused by product quality issues (such as abnormal air leakage or physical damage) are eligible for replacement. However, tire blowouts caused by insufficient tire pressure when going over speed bumps, potholes, or punctures, as well as minor air pressure drops (5-10 PSI) during normal use, are not covered under the warranty.
	Outer tire	Failures caused by product quality issues (such as cracking, abnormal wear, or physical damage) are eligible for replacement. However, damages resulting from improper use, aggressive driving, burnouts, extreme situations such as punctures, or crashes are not covered under the warranty.
	Tubeless Tire	Failures due to product quality issues (such as tire cracking, abnormal wear, or manufacturing defects) can be replaced. However, damage caused by unauthorized modifications, improper use, aggressive driving, burnouts, or external factors (such as road damage, sharp objects, etc.) is not covered by the warranty. Minor air pressure reduction (5-10 PSI per month) during normal use and slow air leaks leading to wheel hub rust due to long periods of inactivity are not covered by the warranty.

The warranty period starts from the day after the date indicated on the invoice. For online orders, the warranty period starts from the day after the product is signed for. If the customer cannot provide a valid proof of purchase, the warranty period is calculated as 3 months from the product's production date.

2.2 Warranty Process



3. Non-Warranty Coverage

Warranty services will be terminated in the following situations:

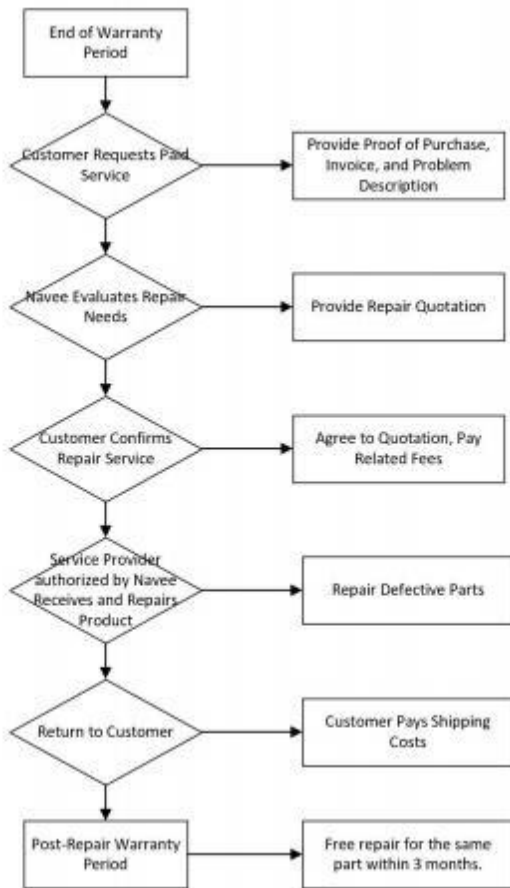
1. The damaged parts have exceeded the warranty period;
2. The customer cannot provide a warranty card or invoice, or the information on the warranty card does not match the invoice;
3. The product is damaged due to human factors, such as crashes, aggressive driving, etc.;

- 4.The product is damaged due to force majeure, such as fire, earthquake, flooding, etc.;
- 5.The product is damaged due to improper use, maintenance, or adjustment by the user, contrary to the user manual;
- 6.The product is used under conditions beyond normal use, causing malfunction or damage;
- 7.The product is disassembled or repaired by personnel or service centers not authorized by Navee;
- 8.The warranty card or product information is deliberately damaged, including scratching, tearing, or alteration;
- 9.Other malfunctions and damages not caused by product design, manufacturing, or quality issues;
- 10.The product is used for commercial purposes (such as rental or sharing services);
- 11.Routine maintenance of the scooter (such as brake adjustments, tire inflation, etc.) is not covered under the warranty. If the user opts to have such maintenance performed at a service center, the relevant costs will be charged.

In the above situations, users are required to pay for the corresponding repair costs.

4. Out-of-Warranty After-Sales Service Policy

For products that do not meet the warranty terms but are eligible for repair, Navee offers paid repair services. The repair costs include shipping fees, parts fees, and labor fees. For more details, please contact your local dealer. If the same part experiences the same issue within 3 months after the repair, Navee will provide free repair services.



5. Liability Disclaimer and Limitations

Navee does not assume, nor has it authorized anyone to assume on its behalf, any other obligations or liabilities related to the product, its components, accessories, service repairs, or this limited warranty. Navee

is not responsible for any loss of use of the product, its components, or accessories, or for any inconvenience or other losses or damages arising from any defect in the product, its components, accessories, or service repairs. Furthermore, Navee is not liable for any incidental or consequential damages that the purchaser may incur.

This limited warranty is the only warranty applicable to the product and its components, accessories, and service repairs. Navee and its affiliates disclaim all other express or implied warranties, including implied warranties of merchantability and fitness for a particular purpose, except for warranties implied by applicable law that cannot be excluded, limited, or modified. To the extent permitted by law, any such implied warranties are limited to the duration of this limited warranty, or to the duration prescribed by applicable national/state law, whichever is shorter. Some countries/states do not allow limitations on the duration of implied warranties, so the above limitations may not apply to you. Additionally, some countries/states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to certain purchasers.

Navee's total and aggregate liability for any and all claims arising under this agreement, as well as any and all applicable warranties at law, is limited to the repair or replacement of any defective product at Navee's sole discretion. All incidental and consequential damages are excluded, except where such limitations and exclusions are prohibited by applicable law. Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

6. Contact Us

For detailed information about products and services, please visit the Navee official website: [<https://service.naveetech.com>]. On this website, you can view product technical support videos, apply for repairs online, and find nearby service centers. If you discover a defect in the product, please contact your local dealer or reach out to Navee through the official service email at service@navee.tech.

During the after-sales service process, customers may need to provide proof of purchase and relevant information of the recipient. Navee will ensure that the information provided by customers is used solely for the purpose of providing service.

Warranty Summary

This product is covered by a 2-year limited warranty from the date of purchase, valid across all EU member states. The warranty covers manufacturing defects and excludes damage caused by misuse, accidents, or unauthorized repairs. For full terms and service support, visit <https://service.naveetech.com>.