

1. General

Coboc stands for sustainable design, maximum functionality and best workmanship. Many parts of our products are produced inhouse, so continuous quality control throughout the whole manufacturing process is guaranteed. To guarantee many years of durability and lasting driving pleasure, the product's use, maintenance and care should be in line with all conditions stipulated. These are outlined in the pages of the instruction manual and in the instructions from the component manufacturers. The compliance is a prerequisite for the receipt of the warranty listed below.

2. Limited Warranty

Under EU law and for products that were purchased new, Coboc GmbH & Co. KG offers limited warranty on material and manufacturing defects of at least 2 years after the date of purchase. This covers defects which already existed at the time of sale/change of ownership. For used products or where EU law is not applied, limited warranty is limited to one year. Damages and defects that were known to the purchaser at the time of sale are excluded from warranty.

Furthermore, the coboc GmbH & Co. KG guarantees the functionality of components, when purchased new, as set forth below:

Coboc bicycle and ebike frames – 5 year warranty

Coboc warrants to the original owner of this bicycle/ebike that the frame when new is free of defective materials and workmanship. The limited warranty is conditioned upon the vehicle being used as intended, and properly maintained. This limited warranty does not apply to paint/finish or components attached to the bicycle frame such as front forks, wheels, drivetrain, electronics, brakes, seatpost, handlebar and stem or any related parts or components.

Coboc electric drivetrain – 2 year warranty

Coboc warrants to the original owner of this bicycle/ebike that the power electronics and motor when new is free of defective materials and workmanship. The limited warranty is conditioned upon the vehicle being used as intended, and properly maintained. This limited warranty does not apply to the battery, which is a wearable part.

Coboc battery – 1000 charging cycles / 2 years

The battery of your Coboc eBike is a wearable part. Every battery with Li-ion technology is subject to an unstoppable chemical ageing process reducing the total capacity. Furthermore, the state of health of the battery depends on proper use and maintenance. To make sure that your battery is properly used and maintained, please follow the instructions in the Owner's Manual.

Coboc warrants to the original owner of this bicycle/ebike that this Coboc bicycle's battery when new is free of defective materials and workmanship. Provided that the battery is properly used and maintained, Coboc guarantees that the battery will have at least 60% of its rated capacity after 1000 charging cycles for a maximum period of two years. Defects caused by improper use, especially deep discharge or using the battery in extreme temperatures are excluded from warranty.

3. Exclusions from Warranty

Excluded are damages caused by abuse, neglect, improper assembly, improper maintenance, alteration, collision, crash, or misuse and normal wear occurring from the product's intended purpose. Components in the motor and deceleration system as well as tires, tubes, spokes, chain, sprockets, ball bearings and contact points of the rider with the pedelec are all subject to use-related wear.

Defects by cleaning your bicycle with a high pressure cleaner, impact damage, use in competitions, force majeure and other improper use, follow-up costs caused by defects, damage caused by improper repairs, damage by the addition of components or by using non-original replacement parts, installation damage caused by components not delivered with the bike or by modifications are excluded from warranty.

This bicycle, eBike or frame has not been designed, engineered, distributed, manufactured, or retailed for uses in trick riding, ramp riding, jumping, aggressive riding, riding on severe terrain, riding in severe climates, riding with heavy loads, commercial activities, or any similar activities; such uses may damage the bicycle, can cause serious injury to the rider, and in all cases will void this warranty.

4. Disclaimer

Except as expressly set forth in these conditions, Coboc disclaims all other warranties, whether express or implied, including, without limitation, any implied warranties of merchantability or fitness for a particular purpose, to the extent authorized by law. Should any provision of these Warranty Conditions be or become invalid, the other provisions shall not be affected thereby. The invalid provision will be replaced by a valid provision, the content and purpose of which is as similar as possible to that of the invalid provision.

By purchasing a Bicycle/eBike from Coboc GmbH & Co. KG, the purchaser is agreeing to take full responsibility for his own safety and the safety of those who ride this vehicle. It is the responsibility of the rider to recognize the limits of his machine and ride within those limits, especially when carrying cargo. Coboc GmbH & Co. KG is not responsible for any accidents, even those attributable to bicycle design or mechanical failure of the bicycle.

5. Limitation of Liability

Coboc's responsibility for warranty claims is limited to, at Coboc's sole discretion, reimbursement of the original purchase price or replacement of the product with the same or similar product. Notwithstanding anything in these terms to the contrary, Coboc shall not be held liable for punitive, indirect, incidental or consequential damages including without limitation, liability for loss of use, loss of profits, loss of Product or business interruption however the same may be caused, including fault or negligence of Coboc.

6. Further Conditions

When warranties are implemented, the coboc GmbH & Co. KG reserves the right to replace parts and components by different products of comparable quality.

All warranty and guarantee claims are start with the date of purchase or the delivery to the customer. The implementation of warranties by the coboc GmbH & Co. KG does not extend or a re-start the warranty period. The warranty applies only to the original (first) owner presenting the original purchase receipt .

In order to exercise rights under this limited warranty, Customers must return the affected Product to Coboc (Heidelberg, Germany). Customers must pay the costs of return shipment.

No company or person (including employees or agents of Coboc) is authorized to modify or extend this warranty in any way or to make any other warranties, expressed or implied on behalf of Coboc.

Coboc reserves the right to modify this limited warranty at any time, in its sole discretion.