

Enduo™ Cargo Warranty

This warranty covers the Enduo™ Cargo drivetrain (comprising sprocket, chainring and chain, together the “**Product**”) manufactured by, or on behalf of, **New Motion Labs Ltd.** (a company incorporated in England and Wales with company number 09924540 and whose registered office address is Quay House, The Gallery, Kings Wharf, Exeter, Devon, EX2 4AN, United Kingdom) and/or **New Motion Labs Deutschland GmbH** (a company incorporated in Germany with company register number HRB22348 and whose registered office address is Bismarckstrasse 100, 41061 Moenchengladbach, Germany) (together, “**New Motion Labs**” or “**we**”).

Warranty

New Motion Labs warrants that any Product supplied by it after 1 May 2024 that is fitted to a bike will be free from defects in materials and workmanship for up to 30,000 kilometres of normal use under normal conditions.

To benefit from this warranty, you will need to have registered the Product online (unless you are an OEM manufacturer), providing the date of installation and confirmation that the Product has been properly installed in accordance with the [Enduo™ Cargo Installation and Maintenance Manual](#) and any other relevant instructions made available on our [Knowledge Hub](#).

To make a claim under this warranty, please send to us at sales@newmotionlabs.com: (i) details of the defect giving rise to the claim, including clear photographs and any other relevant information (including details of the bike in which the Product is installed and the date of original purchase); (ii) evidence of the distance covered by the bike in which the Product is installed; and (iii) confirmation that the Product has been properly maintained in accordance with the [Enduo™ Cargo Installation and Maintenance Manual](#) and any other relevant instructions made available on our [Knowledge Hub](#).

If we accept that the Product is defective, we will send you a replacement Product without charge. It will be your responsibility to instal the replacement Product provided. The replacement Product will assume the remaining warranty period of the original Product.

This warranty expressly provides for the replacement of a defective Product and is your sole remedy in the event of a valid warranty claim. Any other remedies that may otherwise be applicable are hereby excluded to the fullest extent permitted by law and we shall not be liable to you for any indirect, special or consequential damages, loss, costs, claims or expenses of any kind.

This warranty is not intended to affect your statutory rights, including those relating to non-conforming goods.

Warranty Exclusions

This warranty only applies to the Product when used as a complete system. It does not apply to individual components of the Product when used in conjunction with third party products or components, nor does it cover any damage to the Product or individual components of the Product resulting from the use of, or caused by, third party products or components.

It is your responsibility to ensure that the Product was properly installed and has been properly maintained, in each case in accordance with the [Enduo™ Cargo Installation and Maintenance Manual](#) and any other relevant instructions made available on our [Knowledge Hub](#). This warranty does not cover any Product that: (i) in our reasonable opinion, was not properly installed or has not been properly maintained; (ii) has been modified or altered in any way; (iii) has been used for any purpose other than the purpose for which it was originally designed and manufactured; or (iv) has been fitted to a bike or other vehicle for which it was not intended.

This warranty does not cover any damage to the Product: (i) resulting from causes other than defects in materials and workmanship (including, without limitation, accident, abuse, breakage, misuse, negligence, neglect, improper assembly, improper maintenance or other abnormal or improper use); or (ii) occurring during shipment of the Product.

Other Provisions relating to this Warranty

This warranty is governed by, and construed in accordance with, the laws of the country which applied to the original purchase of the Product.

If any provision of this warranty is held to be invalid, illegal or unenforceable, it will be deemed excluded from this warranty and the validity, legality or enforceability of the remaining provisions of this warranty will not be affected.

We reserve the right to amend this warranty from time to time without notice.