

SHIPPING POLICY

Welcome to Revolt Bikes

Revolt is owned and operated by Revolt Bikes B.V.

Thank you for shopping at Revolt, this shipping policy applies to all products offered and published by Revolt on the websites:

<https://revoltbikes.nl> | <https://revoltbikes.be> | <https://revoltbikes.fr>

Revolt is committed to deliver the product in perfect condition at the address indicated by the customer in the checkout page. To optimize delivery, we thank the customer for indicating an address in which the order can be delivered within normal business hours.

1. REVOLT SHIPPING

- Revolt delivers worldwide.

Revolt orders are shipped and delivered on business days (Monday - Friday - 8 AM - 5 PM). For security reasons, Revolt will not send any order to post office boxes or military bases, nor will it accept any order when it is not possible to identify the recipient of the order and its address.

2. SHIPPING COSTS

- **European Union:** FREE
- **Outside European Union:** 50 euros

Revolt may on occasion and as a result of special offers, promotions and special days, offer free shipping on some or all products. Free shipping will be applied to the order at the time of purchase.

3. ORDER PROCESSING TIMES

- 2 - 3 business days

Order processing will take place Monday through Friday from 8:00 AM to 5:00 PM (Orders are not processed on weekends and major holidays). Please keep in mind that may be extended during holidays, launches, restocks, limited edition releases and promotions.

Note: Order processing times and shipping times are different.

4. SHIPPING TIMES

- **Europe:** 1 - 5 business days
- **Outside Europe:** 1 - 15 business days

Please note that the shipping times shown are approximate and correspond to orders in stock.

For pre-orders and backorders the delivery time is 30 to 60 days.

Please note that the shipping times shown in this policy are estimated times and may vary according to the place of delivery of the order.

5. ORDER TRACKING

Once the order has been shipped, you will receive an email that will include the tracking number of your order. Be sure to track your order using the tracking number we provide. We are not responsible for lost or stolen packages. If your package has been lost or stolen, please contact the respective shipping company according to the tracking number provided or contact us through our contact information for further assistance and information.

6. IMPORT DUTIES

Please note that for international orders, import taxes may apply depending on the customs legislation of each country. The buyer is responsible for the payment of any import taxes that may be imposed on his package upon entry into the destination country. Please check your country's customs situation regarding the importation of goods and the collection of import taxes before placing an order, as Revolt cannot provide you with this information.

Revolt is not responsible for the payment of any import duties that may apply to your international orders, nor is Revolt responsible for packages returned or not delivered due to non-payment of such duties. Payment of any taxes that may apply to your package is the sole and exclusive responsibility of the customer.

7. DELAYS

Revolt is not responsible for delays in shipping or delivery, due to natural or uncontrollable events. Furthermore, Revolt is not responsible for delays related to the courier service itself. Unfortunately, we have no control over these delays. Transit time does not include **Saturdays, Sundays, or holidays.**

8. UNDELIVERED PACKAGES

If at the time of delivery, the customer is not at the delivery address or if it is not possible to deliver the package to any person in charge, the product must be returned, and extra charges may apply for shipping costs.

9. WRONG DELIVERY ADDRESS

Revolt will not be responsible or reimburse for lost or undelivered packages due to incorrect, inaccurate or outdated delivery addresses.

It is the buyer's responsibility to ensure that the delivery address they provide during the checkout process is current, correct and accurate. Before completing the checkout process, please ensure that you provide a correct, current and accurate delivery address.

If your order is not delivered due to incorrect, inaccurate, or outdated delivery addresses and the order is returned to our premises, we reserve the right to charge you for additional delivery charges or to terminate this contract and issue a refund with the discounted value of the delivery.

10. SECURE DELIVERY ADDRESS

Revolt recommends customers provide a secure delivery address, for example your home or place of employment. Revolt is not responsible for packages lost or stolen due to unsafe delivery addresses.

11. SHIPPING COMPLETED

Each delivery is considered to have been made from the moment Revolt makes the product available to the buyer, which is made possible by the control system used by the courier company when the status of the order changes to "completed" or "delivered".

RETURN POLICY

This return policy applies to all products purchased through:

<https://revoltbikes.nl> | <https://revoltbikes.be> | <https://revoltbikes.fr>

Our return policy forms part of, and should be read in conjunction with, our terms and conditions, our privacy policy, and our shipping policy. We reserve the right to change this return policy at any time.

Returns are only made once the product has arrived at its destination and has been received by the purchaser, no returns are made on products that are in transit for delivery or have not yet been delivered.

By making a purchase through the website, you declare and agree to be bound by the conditions described below. Our refund policy does not affect your statutory rights.

1. CANCELLATIONS

Any cancellation of an e-bike order prior to shipment will be charged at 10%. If the customer requests cancellation of the order before the e-bike is shipped, the customer will receive a refund of 90% of the total order price. To request a cancellation please send us your cancellation request to the following email: sales@revoltbikes.nl. Customers will receive an email notification regarding the cancellation of the order.

2. RETURNS AND REFUNDS

Customer satisfaction with our products is important to us, which is why we do returns and refunds, if the customer is not satisfied with our products. Purchases made on our website can be returned for a refund within 14 days from the date of delivery. Please note that the customer must send the request within 14 days of receipt of the product, if 14 days have passed since delivery of the product, we cannot offer a refund.

3. CONDITIONS OF RETURN

- Full name of the person who placed the order.
- Order number.
- Items must be in its initial state (unmarked, unaltered and undamaged).
- The mileage on the LCD screen of the e-bike must be less than 20 kilometers, there must be no wear, dirt, scratches, fragrance, or any other signs of use.
- All items received by the customer must be included in the original packaging and in the same condition in which they were sent by Revolt.
- All returns must be accompanied by your invoice as proof of purchase.
- E-bikes and items you have accepted and returned are your responsibility until they reach our warehouse. Therefore, please ensure that you send the e-bike and all items back to us using a delivery service that insures the value of the goods. Pack the e-bike and items securely.

- Revolt reserves the right to refuse any returns that do not comply with our return policy. Returns that do not comply with our return policy may be sent back to the customer at their own cost.

Important: To request a return, please send us your return request via our contact information and you will receive instructions on how to return the product. Please do not send the product back without receiving instructions.

Please note that if you request a return, you will be responsible for paying your own shipping costs to return the bike and any extra costs incurred in the return. Customers may choose to bring the product back to our warehouse or return the product via a freight forwarder.

4. DEFECTIVE OR DAMAGED PRODUCTS

We do our best to avoid any damage or defect in your products, however, if upon receiving the product, it is defective, damaged or is the wrong product and you need to exchange the product for another product of the same reference or need a refund, please contact us through our contact information. Only in these cases we will assume the shipping cost.

The request must contain the following

- Full name of the person who placed the order.
- Order number.
- Proof of damage or defect of the product (photo or video).

5. PROCESSING YOUR REFUND

Once your return has been received and accepted, please allow 3 to 5 business days for your return to be processed. If your return does not meet the conditions set forth in this policy, the package will be returned to the buyer and shipping costs will be at your expense. If your return has been accepted, you will receive a refund via the original payment method and will be issued within 15 business days of acceptance of your return.

Important: If the buyer requests the return and refund of the product without any reason, the buyer must pay the return shipping cost of the product.

If the product is damaged, defective or is the wrong product, the shipping costs of returning the product and sending a new product to the buyer will be at Revolt's expense. If the buyer requests a refund, the buyer will receive a full refund.

6. WARRANTY

- All e-bike frames have a 2-year warranty.
- All other parts of the e-bike are warranted for a maximum of 1 year.

The warranty applies only to the original owner of a Revolt electric bicycle and is not transferable to subsequent owners in cases where the e-bike changes ownership. Warranty registration is not required and is based on customer data in our system. All e-bike frames are warranted for two (2) years from the date of receipt of the bike for manufacturing defects in materials and/or workmanship (all free accessories are not covered).

The warranty includes the following parts of the e-bike:

WARRANTY

Kind of Warranty	Parts	Terms
Frame type	Frame	2 Years
Average accessories	Front fork, wheel, shift knob, flywheel, gear drive, the crankshaft, the driving axle, rear hub, screws hockey, complex steering wheel, saddle pin, front brake calipers, rear brake calipers, brake handle, flipper, cup of front fork, carriage, complex magnetic clasp of wheel.	1 year
Smart parts	Display, motor, motor controller, lights, power adapter, sensor, battery, etc.	1 year
Consumables	Tires, inner camera, chain, brake pads, brake cable, cable for switching gears, reflector, headlight, taillight, pedal clip for wires and all additional components.	Only the first 14 days after you have received the product and with less than 20km on the display. Of course you can always contact us if you experience any problems and disagree with our policy. We're always open to figure out a solution together.

Exemptions

1. A warranty period has expired;
2. Absence of sales receipt or its correction;
3. Damage arising under force circumstances;
4. Completion of maintenance, fall, neglect, abuse, water impact, accident, damaged label and marking device;
5. Device model specified in the warranty card does not match real goods;
6. Performing maintenance that does not meet guidelines specified in the instructions;
7. Emergence of unusual sound and vibration of pedals, rear bushings, steering systems, shock absorber, flywheel and other parts;
8. Deformation of wheels as a result of a heavy blow; damage to parts caused by external factors or drop the bike lowering the wheel as a result of a sharp object punctured, damage to individual components due to delayed replacement parts; damage or scratches on a saddle; frame damage as a result of installing a saddle above the specified limit height;
9. An emergence of flaking varnish, appearance of corrosion on a frame and other details of the bike due to moisture, shock, friction or other external factors; natural shedding varnish or fading of colors on metal, carbon and plastic parts after prolonged use of the bicycle;
10. Damage to the bicycle and its functions as a result of its use to perform tricks, lowering the stairs, jumps and other similar actions;
11. Fracture or deformation of a frame as a result of excessive and improper use of a bicycle;
12. Built-in sensors are not subjected to multiple charging. A warranty terms not apply to a dry battery, push-button type battery. When battery is spent, its replacement is performed by user and at one's costs.

No returns will be made for broken parts. A defective product or replacement part must be returned to receive a new product/replacement part. This limited warranty does not cover:

- Defects or damage resulting from accidents.
- Improper or abnormal use
- Damage or defects caused by ordinary wear and tear

The limited warranty does also not cover the following situations:

- Corrosion on (electrical) components
- Damage or deterioration to the surface finish, appearance, or beauty of the product.

The limited warranty is expressly limited to the replacement of a defective handlebar, seat post, saddle, brakes, lights, crankset, pedals, rims, freewheel, derailleur, shifter, cable harness, kickstand, reflectors, hardware, and all other parts as specified in the warranty list.

The warranty for the above components as specified in the warranty list is two (2) weeks after receipt of the product. Parts damaged after fourteen (14) days must be charged for.

To make effective the warranty in the terms mentioned above please send us your request through our contact information.

7. CONTACT US

If you have questions about this shipping & return policy, please contact us through our contact page or via the contact information below:



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