WARRANTY AND GUARANTEE TERMS

1. Dealer’s Responsibilities (Setup & Safety)

Your dealer has to fully set up and adjust your Steintrikes recumbent trike, so that safe function is guaranteed. The dealer must perform a final safety check and carry out a test ride before handover.

2. Statutory Rights (Legal Guarantee)

By law, your seller (the authorized dealer, or Steintrikes d.o.o. if purchased directly from us) is required to ensure that your tricycle is free of defects that significantly reduce its value or suitability for the described purpose. The statutory legal guarantee lasts for a minimum of 2 years from the date of delivery. During this 2-year period, any repair or replacement of defective parts, including transport and labor costs, will be free of charge for the consumer. These statutory rights apply automatically and do not require any online registration.

3. Third-Party Components (Standard and Extended Coverage)

During the 2-year statutory legal guarantee period, the seller (the authorized dealer, or Steintrikes d.o.o. if purchased directly) handles all valid defect claims for the entire tricycle, including third-party components (such as gears, derailleurs, brakes, chains, tires, etc.). However, **Steintrikes’ extended manufacturer warranty applies exclusively to parts manufactured in our own workshop.** Beyond the 2-year statutory period, any claims related to third-party components depend entirely on the individual commercial warranty terms provided by their respective manufacturers.

4. Steintrikes 10-Year Extended Manufacturer’s Warranty

As the manufacturer, Steintrikes d.o.o. offers an exclusive 10-year extended warranty strictly limited to tricycle components made in our workshop. This extended warranty starts from the date of purchase. To be entitled to this 10-year extended warranty, you must register through our website (www.steintrikes.com) and attach a copy of the invoice within 4 weeks from the date of purchase. Direct purchases are subject to Steintrikes' extended 10-year manufacturer warranty on workshop-made parts. For direct buyers using this form, online registration is automatically waived.

The extended warranty applies exclusively to:

- Frame
- The rear frame part

- Rear swing arm
- Front swing arms
- Steering components
- Kingpins
- Bottom bracket

Conditions of the Extended Warranty:

- The warranty is valid only for the original, first buyer and is not transferable when resold to another person.
- Unlike the statutory legal guarantee, claims made under the 10-year extended warranty (after the first 2 years have passed) do not cover any transport, labor, or additional costs.

5. Exclusions and Limitations (IMPORTANT)

The warranty (both statutory and extended) ceases to be valid and does not cover:

- Damage caused by shocks, crashes, or mechanical damage caused by user error.
- Corrosion due to inadequate storage or lack of maintenance.
- Overweight usage (exceeding the specified weight limit).
- Improper assembly or modifications to the tricycle.
- Non-compliance with any part of the instructions issued by the manufacturer.

E-Assist Systems: If frame damage occurs from using an assist system, we reserve the right to deny the warranty. Your Steintrikes warranty is valid only when using pedal-assist systems up to 250W. Proper installation and weight distribution will be carefully considered for each claim.

6. Liability Waiver

Just like when riding a standard bicycle, injury can occur when riding a tricycle if you are not careful and ride inappropriately. Therefore, the rider of Steintrikes products assumes full responsibility for any injury and/or damage to property that may occur. Steintrikes shall not be liable for any injury, damage, or loss (emotional or otherwise) resulting from improper use.

7. Claim Process

In the event of any warranty claim, the defect must be reported, and the warranty card together with a copy of the proof of purchase must be submitted to your dealer (or directly to Steintrikes if purchased via our website). If the parts subject to the warranty are damaged, you must photograph the damage from several angles in order for the manufacturer to investigate the cause of the defect. The manufacturer reserves the right to decide whether to replace or repair the damaged part.

When reporting a malfunction, you need to provide us with the following information:

- **Authorized Dealer:**
- **Customer Name:**
- **Serial Number:**
- **Model Name:**
- **Date of Purchase:**
- **Malfunction Description:**

Place and date: _____