Information regarding warranty and returns

Return

You have the right to cancel your order up to 14 days after receipt without giving any reason. After cancellation, you have another 14 days to return your product. You will then be credited the full order amount, including shipping costs. Only the costs for returning the product from your home to the webshop are at your own expense. If you exercise your right of withdrawal, the product must be returned to the seller with all delivered accessories and – if reasonably possible – in its original condition and packaging. To exercise this right, you can contact us via sales@lacros.nl. We will then refund the order amount due within 14 days after notification of your return, provided the product has already been received back in good order.

Return exceptions

List the exceptions to the right of withdrawal here. Also clearly indicate on the product itself that it cannot be returned once ordered by the consumer. Please note:

Exclusion of the right of withdrawal is only possible for products:

a) which have been manufactured by the entrepreneur in accordance with the consumer's specifications;
b) which are clearly personal in nature;
c) which, by their nature, cannot be returned;
d) which can quickly spoil or become obsolete;
e) the price of which is subject to fluctuations on the financial market over which the entrepreneur has no influence;
f) for individual newspapers and magazines;
g) for audio and video recordings and computer software where the consumer has broken the seal;
h) for hygiene products where the consumer has broken the seal.

Warranty

Our SHINGA warranty and service terms apply. We are convinced that you are entitled to a proper product and carefree purchase. We stand behind our products and we believe that a good service is very important even after your purchase. If you have any doubts about the warranty period, please contact us. We always help you!

LACROS E-BICYCLES WARRANTY:

Article 1: Warranty

1. SHINGA company warrants that the LACROS E-bikes are free from construction and/or material defects, as far as these warranty terms are concerned.

2. The statutory warranty for the product begins on the date of purchase or delivery.

3. The warranty is transferable to subsequent owners provided they can present the original invoice.

4. The warranty expires under the conditions set out in Articles 3.1 and 3.2.

Article 2: Warranty Period

1. SHINGA gives 5 years warranty on construction and/or material defects of frames and non-forged front forks.

2. For spring front forks and dampers – with the exception of the parts mentioned in section 2.4 – a guarantee is valid for a period of 2 years.

3. For paintwork of frame and fork and other paint and chrome parts, against rust, provided that it is well-maintained, a 1 year warranty applies.

4. Parts that are subject to wear – such as tires, chains, chain blades, freewheel, rear sprockets, cables and brake pads – are not guaranteed unless there are structural and/or material defects.

5. The electrical system is subject to a 2-years guarantee. You should follow the guidelines of our manuals.

6. The battery and hub motor have a 2 years warranty.

Article 3: Warranty exclusions

1. SHINGA is excluded from liability for damage to parts of the bicycle due to:

    a. Incorrect and/or careless use of the bike and use that is not according to its destination. *

    b. The bike is not used or maintained in accordance with the manual.

    c. Technical repairs have not been performed in a professional manner.

    d. Subsequent mounted parts are incorrectly or not assembled according to the technical specifications of the particular bicycle.

    e. No evidence of ownership demonstrating that the bike has been skillfully removed and controlled by SHINGA or any of its dealers.

2. SHINGA is excluded from liability for damage to parts of the bicycle due to:

    a. Incorrect adjustment/tension of steering wheel, steering wheel, saddle, seat post, gear set, brakes, fasteners of the wheels, saddles and steering wheel, as well as the lock and safety pad of the folding bicycle folding hinge.

    b. Adaptations to the bike not approved by SHINGA.

    c. Incorrect replacement of parts such as brake/derailleur cables, brake pads, tires, chain and gears.

    d. Climatic influences; such as normal weathering of paint or chrome rust. It is important to keep the bicycle sheltered and dry when not used.

* The destination is generally focused on the use of paved and semi paved roads and not for competition.

Article 4: Warranty Parts

1. During the warranty period, all parts – which SHINGA has found a material and/or construction defect – will be repaired or reimbursed at SHINGA’s choice. You must be able to provide your purchase invoice.

2. In case of material and/or construction defects of frames and front forks – within three years of purchase date – the labor wage is at the expense of SHINGA.

3. Costs of transport of the bicycle and/or parts to and from SHINGA in Schijndel are for the account of the bike's owner.

4. If a particular warranty is eligible and the original is no longer available, an equivalent alternative will be provided.

Article 5: Submission of claim

1. Claims under the warranty must be submitted to SHINGA via email: service@lacros.nl. Proof of purchase and proof of ownership must be presented at the same time.

2. You must present the bicycle and/or the relevant part for inspection to SHINGA in Schijndel, Netherlands.

Article 6: Liability

1. A SHINGA-honored warranty claim applies to its products. SHINGA is not liable for any other damage suffered. The liability of SHINGA follows the guidelines described in these warranty terms. Any liability of SHINGA for consequential damages is excluded.

These warranty terms are valid within the European Union.

SHINGA BV

Warranty SHINGA July 11, 2017

Entrepreneur identity

Shinga B.V.
Nieuwe Eerdsebaan 16
5482 VS Schijndel, Netherlands
info@lacros.nl
(+31) 73 203 2487
Chamber of Commerce number: 62140957
VAT number: NL854680950B01

Model withdrawal form

(Only complete and return this form if you wish to withdraw from the agreement.)

— To
Shinga B.V./Lacros
Nieuwe Eerdsebaan 16
5482 VS Schijndel, Netherlands
sales@lacros.nl
(+31) 73 203 2487

— I/We (*) hereby inform you that I/we (*) revoke our agreement concerning the sale of the following goods/provision of the following service (*) :

— Ordered on (DD-MM-YYYY) :

— Order number :

— Received on (DD-MM-YYYY) :

— Name(s) of consumer(s) :

— Consumer(s) address :

— IBAN Account number :

— Signature of consumer(s) (only when this form is submitted on paper)

— Date(DD-MM-YYYY) :

(*) Cross out what does not apply.