

Complaint form

This form is intended for you who have problems with a product purchased from us or who, for any other reason, need guidance. To ensure that the process goes as quickly as possible, please fill out the form carefully. **Attention! Please read page number 2 of the complaint form before filling in this form.**

Personal data:			
Name:		Phonenumber:	
Address:		E-mail:	
Zip code:		Customer nr:	
City:		Online/In-store	
Return address:		Insurance - Yes / No	

If your complaint concerns an in-store purchase, add a scanned copy of the purchase receipt.

Purchase information:			
Order number:		Date of purchase:	
Type: (e-scooter, e-bike)		Producer:	
Model/version/color:		Condition:	

Describe in detail the problem/symptom that occurs in the product:

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Detailed description of how the problem/symptom manifested itself and course of events:

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So that our service can help you in the best possible way, please send pictures showing the damage to/of the product. If the fault lies in the electronics, send us a video in which the problem manifests itself as clearly as possible.

Filled out forms can be forwarded to service@e-wheels.no

Right of complaint

The complaint must be made no later than two years after the buyer has taken possession of the product. If the product or its parts are intended to last significantly longer, the deadline for filing a complaint is five years at that time. In the event of a lack of conformity with the contract, the buyer must, within a reasonable time after the lack of conformity has been discovered, inform the seller that they are "invoking the lack of conformity of the product".

Product delivery for service

If there is a defect in the product that is covered by the right to complain, E-Wheels will cover the delivery costs. If the error is not covered by the right of appeal, you must bear the delivery costs yourself. For more instructions contact the customer service of the country whose services you are using.

Note! The customer must cover troubleshooting, spare parts, maintenance and delivery if it turns out that the repair is not covered by the right of appeal.