

# Warranty Claims Guide

T4B Mobility · 1-Year Parts Warranty · Canadian Owned & Operated Since 2004

T4B Mobility stands behind every scooter we sell. Our **1-Year Parts Warranty** covers defective components from the date your scooter is delivered. This guide walks you through exactly what is covered, what is not, and how to submit your claim.

## What the Warranty Covers

- ✓ **Motor** — Failure or defect in the drive motor under normal use.
- ✓ **Battery** — Manufacturing defects in the battery cells (not capacity loss from use).
- ✓ **Controller & Electronics** — Faults in the controller, wiring assembly, flasher relay, and instrument panel.
- ✓ **Frame & Structural Parts** — Cracks or failures in the frame that are not the result of a collision or misuse.
- ✓ **Lights & Switches** — Non-functioning headlights, taillights, turn signals, or multifunction switches.
- ✓ **All Other Factory Parts** — Any other component that fails due to a manufacturing defect within 1 year of delivery.

## What Is NOT Covered

- ✗ **Normal Wear & Tear** — Tyres, brake pads, and other consumable parts that degrade through regular use are excluded — even within the first year.
- ✗ **Physical Damage** — Damage caused by collisions, drops, accidents, or misuse is not covered.
- ✗ **Water Damage** — Damage from riding through deep puddles, heavy rain, or improper storage in wet conditions.
- ✗ **Unauthorized Modifications** — Any damage resulting from modifications or repairs performed by non-T4B technicians.
- ✗ **Battery Capacity Loss** — Gradual reduction in range or battery capacity over time is normal and not a manufacturing defect.
- ✗ **Claims After 1 Year** — The warranty period begins on the date of delivery and expires exactly 1 year later.

## How to Submit a Warranty Claim

### 1 Gather Proof of Purchase

Locate your original **order confirmation email**, invoice, or receipt. This must clearly show your name, the scooter model, and the purchase/delivery date. Claims cannot be processed without proof of purchase.

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## 2 Document the Issue

Write a clear description of the problem: *what is happening, when it started, and how it affects the scooter's operation*. Photos or short videos of the defect are strongly recommended and will speed up your claim.

## 3 Email Your Claim

Send an email to [info@t4bmobility.com](mailto:info@t4bmobility.com) with the subject line "**Warranty Claim – [Your Name] – [Scooter Model]**". Attach your proof of purchase and any photos or videos of the issue.

## 4 Wait for Confirmation

Our support team will respond within **24 hours** on business days (Mon–Fri). We may ask follow-up questions or request additional photos to assess the defect.

## 5 Receive Your Replacement Part

Once the claim is approved, we will ship the replacement part free of charge from our Vancouver or Calgary warehouse. You will receive a tracking number by email.

## What to Include in Your Claim Email

- Full name and delivery address
- Scooter model (e.g. T4B Prime, T4B Prime RoverX)
- Order number or proof of purchase (invoice / confirmation email)
- Date of delivery
- Clear description of the defect or issue
- Photos or video of the problem (strongly recommended)

### ■ Email Us

[info@t4bmobility.com](mailto:info@t4bmobility.com)  
Response within 24 hrs

### ■ Call Us

1-888-400-7221  
Mon–Fri 9am–5pm ET

### ■ Website

[t4bmobility.com](http://t4bmobility.com)  
Live chat available