LIMITED WARRANTY

You can find the Serial Number on the exterior of the shipping box. Record your miniPRO Serial Number in the box below.

This sheet and a valid commercial invoice/receipt are the only two authorized Service Contacts for the miniPRO. The Ninebot by Segway miniPRO is distributed by Ninebot (Tianjin) Technology Co., Inc. (“Manufacturer”).

1. Legal Statement

LIMITED WARRANTY provided by the Manufacturer is subject to the terms and conditions as outlined herein. No other oral or written representations shall be binding on the Manufacturer. In the absence of local law, the terms and conditions contained herein shall govern the sale and service of the miniPRO. All disputes arising out of or relating to the miniPRO shall be subject to mandatory arbitration as provided in the following paragraph. The miniPRO is sold under the responsibility of the Manufacturer. The miniPRO is sold “as is” and “in the condition in which it is delivered” and assumes and neither authorizes anyone to assume on its behalf, any other obligations or liabilities in connection with a miniPRO. The Manufacturer will provide service and repair under the conditions set forth in the following sections.

2. Limited Warranty Terms

2.1 The miniPRO’s main frame (except for the parts defined in 2.2) is warranted against manufacturing defects for a period of one year from date of purchase. The Manufacturer will replace it with a new or reconditioned product of same or similar style. Parts replaced within the Limited Warranty Period will be retained by the Manufacturer. For eligible repair under these Limited Warranty Terms, the Manufacturer will replace or repair all parts of the miniPRO.

2.2 Certain parts of the miniPRO are excluded from the warranty. These parts are defined as being: the battery pack, charger, battery pack and charger’s packaging, the left and right wheel motors, the suspension, the electronics board, the control board, the ground sensor, the lights, the two feet, and the two handles.

2.3 The miniPRO must be within the warranty period to be eligible for warranty service. The Limited Warranty period will be retained by the Manufacturer.

3. Limited Warranty Service Methods

An authorized service provider will conduct an inspection of products under the applicable Limited Warranty Period, and, at its discretion, will repair or replace parts as required by this Limited Warranty. The Manufacturer neither assumes (nor authorizes anyone to assume on its behalf) any other obligation or liability in connection with a miniPRO. The Manufacturer will provide service and repair under the conditions set forth in the following sections.

4. Non-Warranty Terms

Subject to local laws and regulations, conditions that must or require any warranty coverage. These conditions include, but are not limited to:

- External components subject to wear, tear, force, and local factors.
- Defects in the product that arise from natural wear and tear.
- Defects in the product that arise from normal use, including cracking of the battery pack exterior or coworking.
- Product that is outside of the Limited Warranty Period.
- No provision of a product has a product that can be covered.

5. Limited Liability

The Manufacturer’s obligations and liability for any defects in a miniPRO is limited to repair or replacement of defective parts as required by this Limited Warranty. The Manufacturer is not liable for any loss or damage, direct or indirect, from use of a miniPRO or the inability to use a miniPRO. The Manufacturer shall not be responsible for any defect in a miniPRO product, its component parts, accessories, or service repair. The Manufacturer’s liability is limited to repair or replacement of defective parts as required by this Limited Warranty. The Manufacturer shall not be liable for any indirect, special, incidental, or consequential damages or for any loss of use of a miniPRO product, its component parts, accessories, or service repair. The Manufacturer shall not be liable for any defect in a miniPRO product, its component parts, accessories, or service repair. The Manufacturer shall not be liable for any defect in a miniPRO product, its component parts, accessories, or service repair.

6. Claims and Dispute Resolution

All claims and disputes arising out of or relating to the miniPRO shall be subject to mandatory arbitration as provided in the following paragraph. The arbitration shall be conducted by the American Arbitration Association (AAA) pursuant to its Consumer Arbitration Rules (AAA Rules). The Federal Arbitration Act governs this provision. The arbitrator shall decide all issues, including the interpretation and application of this arbitration provision and the Limited Warranty.

The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed under this Limited Warranty. The arbitrator’s award is binding on the parties with respect to the dispute submitted to arbitration. The arbitrator shall have the power to grant any remedy or relief that is just and equitable. Any case where the claimed value does not exceed $5,000.00 may be brought in small claims court. The miniPRO shall be deemed to be located at 100 Bush Street, Suite 350, San Francisco, California 94104. The arbitration shall be conducted by the American Arbitration Association (AAA) pursuant to its Consumer Arbitration Rules (AAA Rules).

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For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, is $5,000.00 or less (“Small Claim”), the arbitrator may, if you prevail, award your reasonable attorney fees, expert witness fees and costs as part of your award. For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed $5,000.00 (“Large Claim”), shall be determined according to AAA Consumer Rules. In a Small Claim, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and Ninebot shall pay the remainder of such fees. For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed $5,000.00 (“Large Claim”), shall be determined according to AAA Consumer Rules. In a Small Claim, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and Ninebot shall pay the remainder of such fees. The arbitrator shall have the power to award costs and fees to the prevailing party, including his/her reasonable attorney fees and expert witness fees. Judgment may be entered on the arbitrator’s award in a Small Claim or Large Claim case in any court of competent jurisdiction. Judgment may be entered on the arbitrator’s award in a Small Claim or Large Claim case in any court of competent jurisdiction.

You may opt out of this dispute resolution procedure by providing notice to Ninebot no later than 30 calendar days after the date you receive this Notice. To opt out, you must send an e-mail to: ServiceContacts@segway.com with the subject line: “Arbitration Opt Out.” The opt out notice by e-mail must include (a) your name, including your family members, beneficiaries and assigns, against Ninebot’s parent(s), subsidiaries and affiliates, and any third parties who control or are controlled by Ninebot. You and Ninebot also agree that any dispute between you and Ninebot shall be determined by arbitration, and not by a court, except that either party may bring an action in small claims court. Ninebot may bring an action in small claims court if the claim brought in small claims court is brought in bad faith. In a Small Claim case, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and Ninebot shall pay the remainder of such fees. For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed $5,000.00 (“Large Claim”), shall be determined according to AAA Consumer Rules. In a Small Claim, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or $50.00 of such fees, whichever is less, and Ninebot shall pay the remainder of such fees. The arbitrator shall have the power to award costs and fees to the prevailing party, including his/her reasonable attorney fees and expert witness fees. Judgment may be entered on the arbitrator’s award in a Small Claim or Large Claim case in any court of competent jurisdiction. Judgment may be entered on the arbitrator’s award in a Small Claim or Large Claim case in any court of competent jurisdiction.