



Warranties, spare parts and service

Customer satisfaction is our #1 priority. We believe that if our customers are happy, then they will help spread the word about the great kiwi ebike brand, MeloYelo. We also strive to deliver the industry's best customer service. If at any time you feel let down by MeloYelo, please email us: ebikes@meloyelo.nz or connect with us through our online chat system.

The MeloYelo warranty includes:

- 2 years on the electric system
- 6 years on the frame
- 12 months on other parts (excluding usual wear & tear or damage caused by accidents)

So how does the process work?

If you have a problem with your MeloYelo e-bike, your first action should be to get in touch with the agent who sold you the bike. Our agents are under contract not only to make sales, but also to deliver your after-sales service. Your agent will diagnose the problem, communicating with our National Service Manager as required. If the problem is warranty-related and requires spare parts, we will courier the required spare parts to your agent from our warehouse in Taupo. We carry a wide range of spare parts here in NZ, and seldom is there an instance when we are not able to supply the required parts within days. (If for any reason we do not have the required spare part(s) in stock, then we will have them airmailed to us from our supplier.) Upon receiving the part(s), your agent will fit the new part(s) to your bike, test it, and return the bike to you.

Free service check

MeloYelo offers a comprehensive, free service check at 500kms or within 6 months of purchase – whichever comes first. Having this service check is essential. Failure to have this service check completed will void your warranty. Typically at this stage brakes and gears require minor adjustments, and you may have some other fine-tuning things you would like done – adjusting the handlebars, saddle, brake lever positions, etc.

What happens if a problem occurs and I'm outside my region?

- **Step 1:** Contact the MeloYelo agent in that region and see if they can assist. You can find our list of agents [here](#).
- **Step 2:** Contact our National Service Manager on 021 103 0799.

In many cases, there is a simple fix that may not even require you to have your bike looked at. If for any reason you're not able to reach our National Service Manager, call our toll-free number – 0800 635 6935 – and they will connect you with the agent nearest you.