

Melo **YELO** **EBIKES**

DIFFERENT COMPANY

Since it's founding in 2016, kiwi-owned MeloYelo has operated in a very different way from other ebike companies.



OUR WARRANTY IS DIFFERENT.

While other ebike companies typically offer a 1 year warranty on mechanical parts and a 2 year warranty on electrical parts, **MeloYelo offers a 3 year warranty** on mechanical and electrical components, providing you adhere to our service schedule. That's how confident we are in the quality of our components.



OUR AGENT EXPERIENCE IS DIFFERENT.

Most of our agents operate from their homes. They have received extensive training on ebikes in general, and rather than pushing a particular product that may or may not suit your needs, they take the time to understand you and what you're looking for. Even if you haven't ridden a bike in years, we'll gently work with you, taking as much time as necessary to get your confidence up and most importantly, to get that e-bike smile on your face.



OUR TEST RIDE EXPERIENCE IS DIFFERENT.

Most bike shops are located in busy urban areas, and if you do get offered a test ride, it will be around the parking lot. MeloYelo agents offer long test rides, away from busy streets, and if you want, they will even ride along with you.



OUR CUSTOMER COMMUNITY IS DIFFERENT.

MeloYelo customers love to meet each other, enjoy group rides together, and share their experiences together. We make this possible through a private Facebook community that only our customers can join.



THE VALUE WE OFFER IS DIFFERENT.

MeloYelo ebikes come with a bunch of useful extras, at no extra cost. Mudguards. Lights. A childseat-ready carrier. A derailleur protector. Plus, we offer:

- A free custom-fitting service. Our agent will fit the bike to you;
- A free service check, 6 months following your purchase;
- A three year warranty on both mechanical and electrical components, providing you adhere to our service schedule. (Other companies offer 1 year mechanical warranty; 2 year electrical warranty)



OUR SERVICE AFTER THE SALE IS DIFFERENT.

- Nationwide service network
- 24/7 call centre
- Spare parts available, right here in NZ. So, you won't have to wait for months to get your bike up and running again if you do experience a problem.



OUR COMMUNITY SERVICE IS DIFFERENT.

MeloYelo's founder was also the founder of EVelocity, a programme that runs in over 100 schools around NZ. Teams of students design, build and compete in electric vehicles, learning valuable engineering skills as well as an understanding about the benefits of electric vehicles and how they work.