



# GREASEMONKEY INFRASTRUCTURE

## Grease Monkey Warranty

2024

### Warranty

Grease Monkey warrants our Veloboxes, bike shelters, bike racks and bike repair stations to the original Purchaser to be free from defects in material, structural integrity and workmanship within a 10 year period from the date of delivery and/or installation and will perform in accordance with provided original operation instructions if properly installed, used and cared for.

### Terms of Warranty

This warranty policy does not cover, and Grease Monkey shall not be liable for:

- Normal wear and tear
- Acts of nature, including but not limited to, earthquakes, floods, and hurricanes
- Misuse, abuse, vehicle collision or negligence
- Modification, alteration, or repair by unauthorised personnel
- Failure to follow the Product's assembly, installation, or maintenance instructions

Any Velobox, bike shelter, bike rack or bike repair station verified to be defective within the warranty period shall upon prompt notice by its Purchaser to our Customer Service Department, be either replaced or repaired at our sole discretion. Any warranty claim will not be processed without authorisation from customer service, a copy of the original invoice documenting date of purchase and/or installation and evidence that the unit has been maintained in accordance to provided guidelines. The Purchaser is responsible for all costs involved in sending any defective parts back to Grease Monkey and/or any call-out or labour costs related to a warranted repair. Grease Monkey may reimburse these costs as part of the warranty claim at our sole discretion. Warranty related enquiries should be addressed to the following email: [workshop@greasemonkey.cc](mailto:workshop@greasemonkey.cc)



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## Care/Maintenance Plan

This Plan is a service provided by Grease Monkey which can be purchased as an addition to what is covered by the warranty policy. This plan provides additional cover which includes:

- Maintenance visits where units are cleaned, serviced and repaired where necessary.
- Free replacement of damaged parts covered by warranty
- Any damage outside the warranty coverage will be repaired at a discounted rate.
- Ensures proper care of unit in line with the terms of warranty

Coverage starts from the date of delivery and all enquiries must be carried out through our Customer Service Department. Any claims will not be processed without authorisation from customer service, a copy of the original invoice documenting purchase of the care plan and delivery date. The Purchaser is responsible for all costs involved in sending any defective parts back to Grease Monkey and/or any call-out or labour costs related to a warranted repair. Grease Monkey may reimburse these costs fully or partially in conjunction with warranty and care plan cover at our sole discretion. Warranty related enquiries should be addressed to the following email: [workshop@greasemonkey.cc](mailto:workshop@greasemonkey.cc)

David Wray

Managing Director