

Dear **Segway-Ninebot**-dealer

In order to provide the best possible service, we have devised the following service procedure for all Segway-Ninebot products.

It is important that the customer reads the instructions for use and checks the following before submitting the product for service:

- *Is the product fully charged?*
- *Has the customer downloaded the Segway-Ninebot app, connected the product and reviewed the startup instructions?*
- *Has the product firmware been updated?*
- *Have all nuts and screws been tightly fastened?*
(It is the customer's responsibility to check and retighten all screws on a regular basis).

If the problem persists and the product still does not function properly, please use the following link to submit the product for servicing:
<https://uk-en.segway.com/after-sales-service>

If the problem is related to insufficient maintenance, loose screws, or improper use (the product has been running in sand, on loose gravel, wet surfaces or ice), or the problem is due to wear and tear on parts such as batteries, front wheel spring, etc, the customer will be charged a service fee of £60 + possibly new spare parts.

The store / customer will be informed about whether or not the problem can be solved by sending out a spare part or if the product needs to be submitted for servicing. If Segway Service agrees with the customer that the product needs servicing in our service centre, we will issue a shipping label, enabling the customer to submit the product free of charge. We will return the product after servicing, also free of charge.

The product may NOT be submitted to Segway Service without prior agreement. Please remember to include service form as well as a copy of the purchase receipt upon submission.

The store / customer will subsequently be informed about the course of action.

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