

## Rungu Returns, Order Cancellation and Refunds Policy – Rungu Website and Orders taken by Rungu by direct communication

### Returns

The Rungu®Dualie “Goes Where Others Can’t” Performance Guarantee - If, as we promise, your new Rungu® Dualie™ e-bike doesn't go where other e-bikes can't go, we'll buy it back (this policy does not apply to refurbished product sold by Rungu). If you are the original purchaser, to qualify for a refund, contact us directly and let us know where you were riding Rungu and the e-bike you compared it to.

If (1) you can demonstrate that Rungu Dualie was riding within its specified limits, and (2) it's within sixty days of when you received Rungu product, Standard Bearer Machines, LLC (STBM) will calculate the refund the amount using the amount you paid for the product less the cost of repairing any damage and less \$5 for every mile more than 10 miles on the odometer noted upon inspection of the returned product. STBM will pay for return shipping.

### Return Process

1. Contact Rungu at [support@riderungu.com](mailto:support@riderungu.com) with a contact number and time to call. If you qualify for the “Goes Where Others Can’t” Performance Guarantee, we'll obtain an RA number from E-Bike Generation
2. If you qualify for the “Goes Where Others Can’t” Performance Guarantee, we will arrange return shipping and contact you by phone or e-mail to schedule the pick-up of the product.
3. You'll repackage the product in the original packaging with all contents and accessories as received.
4. Once the product is received and assessed, STBM will refund you the money you paid less damage and excess mileage.

### Return process notes

- Any product returns received by STBM without a valid RA number will be deemed not-refundable and forfeited to STBM.
- STBM will assess five dollars per mile for returns with odometers showing more than 10 miles of usage regardless the condition of the return.
- No returns are accepted after 60 days from original delivery date.

### Order cancellations

Orders that are cancelled prior to shipment date are subject to a 15% processing fee.

STBM builds Rungu units to order, which can delay shipment. If you have questions about the status of your order, contact [sales@riderungu.com](mailto:sales@riderungu.com). Include your name, address and order number.

### Refunds

Refunds require 2-3 weeks processing. Payment is made by company check.