

Service and warranty

General

For purposes of these Service and Warranty conditions and everywhere on the website, AROP is the denomination for Sociale Rehabilitatie AROP vzw, with business premises in Belgium, B-2610 Wilrijk, Dynamicalaan 9, VAT-nbr 0407 407 720.

Vesper return policy

There is a variety of reasons as to why you may choose to (partially) return your Vesper. However please note that for every reason there is a different procedure to follow. Because of this please read the following page carefully to avoid any delays or misunderstandings. For every procedure it is important to return the product (including receipt) in its undamaged and original packaging.

1. Who pays the shipping fees for returns?

AROP will cover the return fees under the following circumstances:

- In case the product is immediately defective upon delivery (DOA)
- In case the product becomes defective within 6 months of delivery
- In case of incorrect or incomplete delivery

2. How can I cancel an order after I have received it?

After you have received your order you are entitled to a 14 day return period. Follow the steps below to cancel a order in the 14 day returns period.

Step 1

Check if your cancellation meets the following criteria:

- Cancellation has to be reported within 14 days of delivery date
- The product is unused and returned in original packaging.
- Product has to be returned completely, including all parts, charger, accessories, documentation etc.

Step 2

If you meet the return criteria you may ask for the return through writing an email to the "Vesper Customer Service". You can find this section on the Vesper website www.Vesper.World in the "web-shop" section. Please mention carefully these items on your request:

1. 14 day return period
2. Phone number where you can be reached
3. Invoice number
4. Bank details where you want the money to be transferred

A customer service assistant will call you to explain the return instructions. Follow the return instructions carefully or we may not be able to process your return accurately and on time. This also ensures we will be able to timely and correctly refund you. After receipt of the returned item we will inspect it according to the requirements listed in step 1.

Accepted returns will be refunded by direct bank transfer in accordance with the bank details you have provided upon cancellation. The refund will be processed within 5 to 10 working days. Refunds cannot be paid out by Credit Card, Paypal or any other means aside from direct bank transfer. In case the returned product does not meet the criteria listed in step 1 we cannot process the return.

3. What should I do if I received the wrong delivery?

The following cases qualify as a wrong delivery:

- You have received a product different from the one you ordered
- A part or parts of the product are missing, a charger for example

You can report an incorrect delivery within 7 days through the Vesper Customer Service" on the www.vesper.world website online shop section. Please mention carefully these items on your request:

1. Wrong Delivery
2. Phone number where you can be reached
3. Invoice number

After Customer Service has received your request, a customer service assistant will contact you to resolve the problem as soon as possible. If the report is made after 10 days this process becomes very difficult, so it is imperative the report is made

4. What should I do if my product is defective, damaged or incomplete upon arrival (Dead on Arrival)?

It is important to inspect your order for damages or any missing components within 7 days of delivery. If any abnormalities, defects or damage are found, this has to be reported within 7 days of delivery through the Vesper Customer Service" on the www.vesper.world website "online-shop" section. Please mention carefully these items on your request:

- Dead on arrival
- Phone number where you can be reached
- Invoice number

If a complaint is noted upon delivery and the packaging is visibly damaged when handed to you please refer to "transport damage" instead of "dead on arrival". After reporting the dead on arrival (DOA), you will receive a phone call from a Vesper Customer assistant containing instructions for returning the product.

5. What should I do if my product becomes defective within the warranty period?

All products Vesper products are with a warranty.

This warranty covers (*):

- 2 years on the frame
- 2 years on the motor and electronics
- 1 year on the battery

(*) For commercial use the warranty is only 1 year on frame, motor, electronics and battery.

Certain claims fall out of warranty, such as:

- Water damage
- Fall and impact damage
- Damage caused by incorrect or irresponsible use
- The speed-limit of the Vesper is 18km/h. If you change the factory settings to increase the speed limit, the warranty stops directly.

If the product becomes defective within the indicated warranty period you can report this through the Vesper Customer Service" on the www.vesper.world website "online-shop" section. Please mention carefully these items on your request:

1. Defective during Warranty
2. Phone number where you can be reached
3. Invoice number

After your mail has been received, you will receive a phone call from a Vesper Customer assistant containing instructions for returning the product.