



MANUFACTURER'S LIMITED WARRANTY

This is the manufacturer's limited warranty ("Limited Warranty") for the Ninebot® One S1 ("Ninebot One S1") for United States, Mexico and Canada. This Limited Warranty describes the service available to you in the event your Ninebot One S1 requires warranty service, and you may have additional protections under your local laws.

This sheet and the original purchase receipt for the purchase of your Ninebot One S1 are the documents defining the Limited Warranty. Please retain this document and the original purchase receipt to preserve your warranty service.

Record your Ninebot One S1 Serial Number in the box below.

You can find the Serial Number on the exterior of the shipping box.

[Serial Number Here]

Service Contacts

Service E-mail: technicalsupport@segway.com

Toll Free: 1-866-473-4929

Visit www.segway.com for the latest contact information.

The Ninebot One S1 is manufactured by Ninebot (Tianjin) Technology Co., Inc. ("Ninebot"), and distributed by Segway Inc. located at 14 Technology Drive, Bedford, NH 03110 ("Segway").

1. Limited Warranty Period

This Limited Warranty covers all defects in material and workmanship of the Ninebot One S1 arising or occurring as a result of your normal and ordinary use of the Ninebot One S1. In the event a defect covered by this Limited Warranty occurs, Segway will repair or replace your Ninebot One S1 in accordance with the terms of this Limited Warranty. The applicable period for the Limited Warranty begins from the original purchase date and applies to the Ninebot One S1 in the following ways:

Vehicle body, including the controller, motor, handle, and frame assembly.....	1 year
Battery pack and charger.....	180 days
Vehicle body components subject to wear, including, inner tubes, tire.....	90 days
cover, battery cover, LED light covers, foot pedal assembly, main housing and LED light strip	
All other accessories.....	30 days
Replacements and repairs of your Ninebot One S1	The longer of: (i) the remainder of the original Limited Warranty for the Ninebot One S1; or (ii) 90 days from the consumer's date of receipt of the replacement or repaired Ninebot One S1.

2. Limited Warranty Service Process

Segway's online help resources are available at <http://www.segway.com/support/service-warranties>.

If you discover what you believe is a defect for your Ninebot One S1, please contact Segway at 1-866-473-4929. Segway's customer support personnel are available to assist you in diagnosing and fixing any problems you may encounter in the use of your Ninebot One S1. In the event we cannot help you fix the problem, you may be entitled to warranty service under the Limited Warranty.

In order to submit your Ninebot One S1 for warranty service pursuant to this Limited Warranty, you will be asked to provide Segway with (i) the proof of purchase from an authorized retailer; and (ii) your warranty card. Upon verification of your eligibility, you will need to provide your name, email address, mailing address and contact telephone number in order to receive a return materials authorization ("RMA") number. Segway must receive your defective Ninebot One S1 within thirty (30) days from the issuance date of the RMA.

You will be responsible for the cost of shipping and insuring the shipment of your Ninebot One S1 to Segway, and you assume the risk of loss in the event your Ninebot One S1 is lost or damaged in shipment from you to Segway. You must include your defective Ninebot One S1 within the original packaging or packaging affording an equal degree of protection for the shipment of the Ninebot One S1 to Segway. Neither Ninebot nor Segway is responsible for any damages caused by your improper packaging or shipment of the Ninebot One S1 to Segway.

An authorized service provider will conduct an inspection of your Ninebot One S1. If Segway determines that the problem is not covered under the Limited Warranty, Segway will notify you and inform you of service or replacement alternatives that are available to you on a fee basis, or Segway will return your Ninebot One S1 to you unrepairs, and in such instance, you will be responsible for the cost of shipping and insuring the shipment of your Ninebot One S1 from Segway to you.

For eligible warranty claims, Segway will service your defective Ninebot One S1 with new or reconditioned parts of same or similar style at no cost to you for the service. Parts replaced by Segway will be retained by Segway. For eligible warranty claims, Segway will pay reasonable return shipping charges for the return of the Ninebot One S1 to you within the United States, Mexico and Canada.

3. Limited Warranty Eligibility

- 3.1 Your request for service must be received by Segway within the Limited Warranty Period as described above, and Segway must receive your Ninebot One S1 in accordance with the Limited Warranty Service Process defined above.
- 3.2 You must be the original purchaser or direct recipient of the Ninebot One S1 as a gift from the original purchaser.
- 3.3 Your Ninebot One S1 must be purchased from an authorized reseller of the Ninebot One S1.
- 3.4 You must retain your original receipt and your warranty card, and provide this documentation to Segway to verify your warranty eligibility.
- 3.5 This Limited Warranty describes the service available to you in the event your Ninebot One S1 requires warranty service, and you may have additional protections under your local laws.
- 3.6 Your Ninebot One S1 must have the serial number clearly legible, unobscured, uneffaced, and unmodified.
- 3.7 Your Ninebot One S1 must have its tamper-resistant seals in place and unmodified.

4. Limited Warranty Exclusions

This Limited Warranty describes the service available to you in the event your Ninebot One S1 requires warranty service, and you may have additional protections under your local laws. This Limited Warranty does not cover and excludes:

- 4.1 Damage caused by abuse, misuse, neglect, or commercial use.
- 4.2 Damage caused by improper storage or improper operation, including, without limitation, use in violation of the users' materials, use exceeding specified weight limits, use on stairs, walls and curbs, or any extreme sport or exhibition use.
- 4.3 Damage caused by fire, water submersion, high pressure water spray, freezing, earthquake, dropping, severe oxidation, or chemical solvent corrosion.
- 4.4 Damage caused by any repair that was unauthorized by Ninebot or Segway.
- 4.5 Damage caused from improper packaging or mishandling during shipment to the warranty-service provider.
- 4.6 Damage that is cosmetic, including scratches, dents and the removal of protective coatings that are designed to diminish over time, unless such damage occurred due to a defect in materials.

- 4.7 Damage caused by the use of the Ninebot One S1, or any modification to the Ninebot One S1 for use, with any third party product, component, or accessory that is not sold by Ninebot or Segway.
- 4.8 Damage not stemming from Ninebot's product-design, technology, manufacturing, or quality.

5. Limited Liability

Neither Ninebot nor Segway assumes, or authorizes anyone to assume on its behalf, any other obligation or liability in connection with a Ninebot One S1, its component parts, accessories, service repair, or this Limited Warranty. Ninebot and Segway are not responsible for any loss of use of a Ninebot One S1, its component parts, accessories, or for any inconvenience or other loss or damage which might be caused from any defect in a Ninebot One S1, its component parts, accessories, service repair, or for any other incidental or consequential damages the purchaser may have as a result of any defect in a Ninebot One S1, its component parts, accessories, or service repair.

THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO NINEBOT ONE S1 AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. NINEBOT, SEGWAY AND THEIR RESPECTIVE AFFILIATED COMPANIES DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER APPLICABLE LAW. ANY SUCH IMPLIED WARRANTIES WHICH MAY BE REQUIRED BY LAW AND ARE NOT DISCLAIMED HEREBY ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE APPLICABLE PERIOD OF THIS LIMITED WARRANTY, OR TO THE APPLICABLE TIME PERIOD PROVIDED BY THE APPLICABLE STATE LAW, WHICHEVER PERIOD IS SHORTER. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO SOME PURCHASERS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME PURCHASERS.

NINEBOT'S AND SEGWAY'S, TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS, JOINT AND SEVERALLY, ARISING HEREUNDER AND ANY AND ALL APPLICABLE WARRANTIES AT LAW ARE LIMITED TO THE REPAIR OR REPLACEMENT OF ANY DEFECTIVE PRODUCT, AS DETERMINED IN NINEBOT'S OR SEGWAY'S DISCRETION, AND ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE HEREBY EXCLUDED, UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE PROHIBITED BY APPLICABLE LAW.

6. Claims and Dispute Resolution

ALL CLAIMS OR DISPUTES ARISING IN ANY WAY FROM THIS LIMITED WARRANTY OR THE SALE, CONDITION OR PERFORMANCE OF THE NINEBOT ONE S1, WHETHER BASED IN CONTRACT, TORT, STATE, FRAUD, MISREPRESENTATION OR ANY OTHER LEGAL THEORY, AND ALL CLAIMS THAT ARE SUBJECT OF A PURPORTED CLASS ACTION LITIGATION IN WHICH YOU ARE NOT A MEMBER OF THE CERTIFIED CLASS, SHALL BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION AS PROVIDED FOR HEREIN, AND NOT BY A COURT OR JURY. YOU WAIVE THE RIGHT TO A TRIAL BY JURY, AND WAIVE THE RIGHT TO PARTICIPATE IN CLASS ACTIONS ARISING FROM OR RELATING TO ANY AND ALL CLAIMS AND DISPUTES WITH NINEBOT AND SEGWAY. YOU AGREE THAT YOU MAY BRING CLAIMS AGAINST NINEBOT AND SEGWAY ONLY IN YOUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF, A CLASS REPRESENTATIVE, OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING.

Any such claim or dispute shall not be combined or consolidated with a claim or dispute involving any other person's or entity's product or claim or dispute, and specifically, without limitation of the foregoing, shall not under any circumstances proceed as part of a class action or class arbitration.

If you intend to seek arbitration, you must first send to Ninebot, by certified mail, a written notice of dispute. The Notice to Ninebot should be addressed to: Segway Inc., 14 Technology Drive, Bedford, NH 03110. The notice must include: (i) a description of your claim and the basis of the dispute; and (ii) a description of the relief you are seeking. If Ninebot and you do not reach an agreement to resolve the claim within thirty (30) days after Ninebot receives your notice, you or Ninebot may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Ninebot or you will not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Ninebot is entitled to receive from the other party.

The arbitration shall be conducted by the American Arbitration Association (AAA) pursuant to its Commercial Arbitration Rules and the Supplementary Procedures for Consumer-Related Disputes (collectively "AAA Rules"). The AAA Rules are available online at adr.org, by calling the AAA at 1-800-778-7879. The Federal Arbitration Act governs this provision. Even after the termination of the Limited Warranty, the arbitrator shall decide all issues of interpretation and application of the Limited Warranty, and a court may determine the scope and enforceability of this arbitration provision. The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed by the applicable law.

For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, is \$5,000.00 or less ("Small Claim"), the arbitrator may, if you prevail, award your reasonable attorney fees, expert witness fees and costs as part of any award, but may not grant its attorney fees, expert witness fees or costs unless it is determined that any of the claims was brought in bad faith. In a Small Claim case, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or \$50.00 of such fees, whichever is less, and Ninebot shall pay the remainder of such fees.

Administrative, facility and arbitrator fees for arbitrations in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed \$5,000.00 ("Large Claim"), shall be determined according to AAA Rules. In a Large Claim case, the arbitrator may grant to the prevailing party, or apportion among the parties, reasonable attorney fees, expert witness fees and costs. The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim.

Judgment may be entered on the arbitrator's award in a Small Claim or Large Claim case in any court of competent jurisdiction.

This arbitration provision also applies to claims and disputes by you, the purchaser of the product, and all those in privity with you, including your family members, beneficiaries and assigns, against Ninebot's parent(s), subsidiaries and affiliates, and any person or entity that licensed, supplied, sold, or distributed the product, and each of their officers, employees, representatives, licensors/licensees, agents, beneficiaries, predecessors in interest, successors, and/or assigns.

You may opt out of this dispute resolution procedure by providing notice to Ninebot no later than thirty (30) calendar days after the date of the first consumer purchaser's purchase of the product. To opt out you must send notice by e-mail to Ninebot at optout@segway.com, with the subject line: "Arbitration Opt Out." The opt out notice by e-mail must include (a) your name, email address, mailing address and phone number; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the Serial Number. Alternatively, you may opt out by calling 1-866-473-4929, prompt 2 no later than thirty (30) calendar days from the date of the first consumer purchaser's purchase of the product and providing the same information. These are the only two forms of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the benefits of the Limited Warranty.