



## EZ Ride :

### *CUSTOMER CARE and AFTER SALES PROCESS*



**Warranty duration in UK : 1 year**

After Sales Process :

1. Contact our Call Center by Email or Phone (see below)
2. If necessary, Call Center gives you a return authorization « RMA number » to be put on and in your parcel
3. Prepare a package, fill in and attach the *Return Template* (with information & details, proof of purchase, all accessories, fault description...). Send it to :

**XGEM**  
**Repair Center - RMA nbr \_\_\_\_\_**  
**Gutheil Schoder Gasse 17**  
**1230 VIENNA**  
**Austria**

4. When received in our Repair Center, the products are checked and repaired, then sent back to sender at our cost. Products found with no fault are also returned to sender.

Country	Email contact	Phone Contact
UK	support.service@xgem.com	+44 207 660 2741

**FRAGILE**

Your EZRide is a fragile item; please pack it accordingly and securely for a safe journey. You may be liable if damaged in transit. We recommend at least 5 cm bubble wrap around.



## RETURN TEMPLATE

(only for « Return to Repair Center » procedure)

Company/Shop :

### 1. Sender's details:

Contact – Name :

Phone # :

E-mail :

Address for return :

Country:

### 2. Product details:

Model (reference, EAN code...) :

Serial number :

Date of purchase by end user:

Product's status:

RMA nbr given by Call Center\* :

Detailed description of the fault:

### 3. Reminder :

- Print and attach this TEMPLATE to your parcel
- Attach your proof of purchase
- Provide all accessories
- Ship it to :

**XGEM**  
**Repair Center - RMA n°**  
**Gutheil Schoder Gasse 17**  
**1230 VIENNE**  
**Autriche**

\*a parcel without RMA number will be returned to sender without being handled