

This manufacturer's warranty ("Warranty"), subject to the following terms and conditions, is a voluntary, independent warranty provided by muli cycles GmbH, Widdersdorfer Str. 190, 50825 Cologne, Germany ("muli cycles"), for customers in the Member States of the European Union, Switzerland, and the United Kingdom ("Warranty Area").

The warranty is provided at no additional cost and applies to the muli bicycle components listed below, which were purchased on or after 1 MARCH 2026 by the customer as the original purchaser from muli cycles or an authorised muli dealer.

This warranty applies in addition to the customer's other contractual and statutory rights. These rights are not restricted by the warranty.

Please read the user manual carefully before using your muli bicycle. It contains important safety information as well as instructions on assembly, use, and maintenance.

8. VALIDITY AND COVERAGE OF THE WARRANTY

The warranty applies only to customers who purchase their muli bicycle as the original owner within the muli cycles warranty area or from an authorised muli dealer, and who register it at www.muli-cycles.de within 60 days of the purchase date. The warranty applies only to new bikes. Second-hand bikes and demo bikes are excluded.

The warranty applies exclusively to the following components of a muli bicycle:

- THE FRAME
- THE FORK

muli cycles warrants that the components covered by the warranty are free from defects in materials or workmanship for 10 years from the date of delivery ("warranty period") (durability warranty).

Normal signs of wear and tear, particularly on moving or stressed components, are not covered by the warranty and do not constitute a warranty claim.

The following are expressly excluded from this warranty:

- THE MULI BASKET
- THE STEERING ROD AND LINKAGE
- OTHER MULI ACCESSORIES AND ATTACHMENTS
- PAINT DAMAGE AND OTHER PURELY COSMETIC DEFECTS
- BEARINGS, SEALS, SCREWS
- THREADS AND THREADED INSERTS
- RUST

Third-party components (e.g. gear systems, belt drives, brakes, tyres, or other drive components) are not covered by this warranty. These are subject exclusively to the warranty terms and conditions of the respective manufacturers.

2. CONDITIONS FOR A WARRANTY CLAIM

A warranty claim for material or manufacturing defects arising during the warranty period is valid only if the following conditions are met:

- The bicycle was purchased from muli cycles or an authorised dealer WITHIN THE WARRANTY AREA ON OR AFTER 1 MARCH 2026.
- The bicycle was REGISTERED WITHIN 60 DAYS OF THE DATE OF PURCHASE.
- The claim is made by the ORIGINAL PURCHASER (the warranty is non-transferable).
- VALID PROOF OF PURCHASE is provided.
- The bicycle HAS BEEN USED IN ACCORDANCE WITH THE USER MANUAL.
- The NECESSARY MAINTENANCE AS SPECIFIED IN THE USER MANUAL has been carried out.
- The TOTAL MILEAGE OF THE BICYCLE IS LESS THAN 25,000 KM.

muli cycles reserves the right to request appropriate evidence of proper use, maintenance, and mileage when assessing a warranty claim.

3. EXCLUSION OF THE WARRANTY

The warranty claim shall not apply if:

- the frame or fork has been STRUCTURALLY ALTERED (e.g. by drilling, welding, or applying additional coatings or paintwork without muli cycles' approval),
- the BICYCLE HAS NOT BEEN USED FOR ITS INTENDED PURPOSE (e.g. due to jumps, overloading, or other use outside the scope of intended use as set out in the user manual) or necessary maintenance as specified in the user manual has not been carried out,
- damage has been caused by ACCIDENTS OR EXTERNAL INFLUENCES (e.g. vandalism, extreme weather conditions),
- the MILEAGE EXCEEDS 25,000 KM,
- the warranty for the component in question HAS ALREADY BEEN CLAIMED ONCE

4. SERVICES UNDER THE WARRANTY

In the event of a valid warranty claim, muli cycles will, at its discretion, provide the customer with a replacement part (frame or fork) free of charge on a one-off basis, either by repair or by supplying new or fully reconditioned parts.

The replacement part may differ from the component originally fitted due to model changes but is functionally equivalent.

5. HANDLING OF WARRANTY CLAIMS

Warranty claims must be initiated through an AUTHORISED MULI DEALER. A list of dealers is available at www.muli-cycles.de. The dealer will first inspect the damage on site and then contact muli cycles.

The final assessment and decision regarding a warranty claim is made by muli cycles. muli cycles will then inform the customer about the next steps in processing the warranty claim.

6. SUPPORT OUTSIDE THE WARRANTY

Even if damage is not covered by this warranty, muli cycles is committed to helping you use your products for as long as possible.

In such cases, SPECIAL TERMS MAY BE OFFERED FOR SPARE PARTS OR SO-CALLED CRASH REPLACEMENT SOLUTIONS.

Please contact your muli dealer or muli customer service for further assistance.

7. FURTHER CLAIMS

This manufacturer's warranty covers only the claims expressly stated in this document. No further claims, in particular for rectification, compensation for damages, and /or reimbursement of expenses, arise under this warranty.

Other contractual and statutory claims and rights of the customer remain unaffected. Consumers are entitled, in particular, to the statutory rights in the event of defects pursuant to Sections 437 et seq. of the German Civil Code (BGB). The exercise of these rights is free of charge and is not restricted by this warranty.

7. GOVERNING LAW

This warranty and its interpretation are governed by the laws of the Federal Republic of Germany, to the exclusion of private international law and the United Nations Convention on Contracts for the International Sale of Goods (CISG).

This does not limit the application of mandatory provisions of the law that would otherwise apply in the absence of a choice of law pursuant to Article 6(1) of the Rome I Regulation in the case of consumer contracts.