

Warranty terms and periods

Ego electric scooters, batteries, spare parts and accessories

Product group	Warranty period	Notes
Electric scooters (Ego)	12 months or 3,000 km	Whichever comes first. Covers manufacturing and material defects that appear within one year of the date the vehicle is first taken into use.
Scooter or bike battery	6 months	Applies to the battery supplied with the vehicle.
Professional use	3 months	Rental use is not covered by the warranty.
Spare parts and accessories	6 months	Electrical parts cannot be returned.

Warranty conditions

- The order confirmation serves as the warranty certificate – keep it.
- The vehicle is used in accordance with the user manual.
- The warranty covers manufacturing and material defects.

The warranty does not cover

- Normal wear and tear. Wear parts include mudguards, mirrors and handlebar grips.
- Tyre punctures.
- Damage caused by misuse or negligence.
- Tuning the vehicle, or bypassing or removing the speed limiter.
- Water, moisture or any other liquid getting inside the vehicle. Do not wash the vehicle with a pressure washer. Repair costs for water damage are paid by the user.
- Rental use.

If there is a fault

- Fill in the service form: <https://skootterikauppa.com/huolto/>
- Report a defective product within 7 days of receiving it, and transport damage within 14 days at the latest.
- Proof of purchase is required.
- A defective product is repaired or replaced with a new one. A price reduction is possible if the repair would cause unreasonable costs.

Right of return

- 14 days from delivery. The customer pays the return shipping costs.
- A used product cannot be returned. If the product shows wear, at least 20% of the sales price may be deducted.
- Does not apply to products made or modified to order.

Source: Huippukone.com – warranty page, order and delivery terms, and product pages (retrieved 3 October 2026). The 6-month battery warranty is stated on the product pages. Translated from the Finnish original; in case of differences, the Finnish version applies.