



What is covered under Madd Gear manufacturer's warranty:

All warranty claims are reviewed on a case by case basis and can only be processed if you retain your proof of purchase or receipt. If you would like to file a warranty claim, please contact the retailer where you purchased the product from or alternatively contact Madd Gear directly.

The Madd Gear 3 Year Manufacturer's warranty covers all manufacturing defects or faults but excludes misuse of the product, modifications to the product in any way including incorrect installation or damage caused by wear and tear.

Consumable parts are not covered under warranty including handlebar grips, bearings and grip tape which will wear over time during normal use. These consumable parts are covered if received in a defective state and a claim placed before the product used.

COMPLETE SCOOTERS: (36 Months from Date of Purchase).

Covered – Hardware failure and manufacturing defects.

Not Covered – Wear and tear. Products that have been modified in any way including using after-market parts, abuse and misuse or poor maintenance. Scooters are mechanical objects and not toys, like a bike they require maintenance to ensure they stay dialed. If your scooter is making noise and rattling, search YouTube for "How to dial a pro scooter" for tricks and tips.

SCOOTER DECKS: (6 Months from Date of Purchase).

Covered – Snapping or cracking of the deck or welds.

Not Covered – Damage caused by misuse and abuse. Scratches or fading of finishes. Modifications to any part of the deck or damage caused by a lack of maintenance as well as wear from grinding rough surfaces.

CHROMOLY BARS: (90 Days from Date of Purchase).

Covered – Bending or breaking of the bars within the warranty period.

Not Covered – Bars that have been modified by cutting down. Scratches and chipping of finishes. Bars with visible signs of impact from the scooter landing incorrectly or being thrown.

ALUMINIUM BARS: (30 Days from Date of Purchase).

Covered – Cracks in welds and defects in finishes.

Not Covered – Bars with less than 2" of fork steer tube up inside them. Bars that are modified in anyway including cutting down. Scratches and chipping of finishes. Bars with visible signs of impact from the scooter landing incorrectly or being thrown.



Disclaimer: If running SCS, an internal shim must be used to strengthen against impacts and material fatigue in line with the clamp. Aluminium Bars are designed and manufactured using lightweight materials for riders who want the lightest setup possible and know how to ride smoothly. Impacts from dropping and losing control of the scooter will cause damage to the bars and this will not be covered under warranty.
FORKS: (90 Days from Date of Purchase).

Covered – Bending or breaking.

Not Covered – Stripped or bent axle bolts. Forks that have been modified in any way. Misuse or incorrectly setup compressions and headsets.

CLAMPS: (90 Days from Date of Purchase).

Covered – Breaking of clamp body.

Not Covered – Stripped or cross threaded bolts. Stripped bolt heads caused by incorrect size or damage tools. Scratches or damage to finishes.

WHEELS: (90 Days from Date of Purchase).

Covered – Dehubbing where the PU disengages with the wheel hub.

Not Covered – Chunking where pieces of polyurethane break away from the wheel caused by landing sideways or riding on rough surfaces. Consumable wheel bearings unless defective at time of purchase.

BRAKES: (30 Days from Date of Purchase).

Covered – Snapping or cracking of the brake.

Not Covered – Wear due to excessive use. Hardware damaged by improper installation including cross threaded bolts.