



Warranty coverage for Ireland and Northern Ireland

Subject to the exclusions, limitations and conditions stated below, Maxem Technologies Ltd warrants the following described components of the Segway PT against defects in materials and workmanship for a period of 18 months from date of delivery to the original purchaser: Chassis; Chassis Cover Plate; Gearboxes; Handlebar/Control Shaft assembly [but not the attachments thereto listed under the ninety (90) day warranty below]; Control Shaft Base; Controller Boards; Balance Sensor Assembly; Motors; and internal wiring.

Subject to the exclusions, limitations and conditions stated below, Maxem Technologies Ltd warrants the original batteries and any replacement batteries for a period of 12 months.

Subject to the exclusions, limitations and conditions stated below, Maxem Technologies Ltd warrants all other components of the Segway PT [including, without limitation: Parking Stand; Grips (including both components of the Steering Grip); Trim; Mat; Wheels; Tires; Keys; Infokey; Infokey dock; Fenders; Power Cord; Charge Port Cover; Display Bezel; Control Shaft Clamp; Cargo Bags], Replacement Parts, and Accessories against defects in materials and workmanship for a period of ninety (90) days from date of delivery to the original purchaser.

"Replacement parts" includes all separately purchased replacement parts for a Segway PT, whether the part replaces a component originally covered for one (1) year or a component originally covered for ninety (90) days.

"Accessory" means a product sold by Maxem Technologies Ltd for use with a Segway PT. The only Accessories covered by this Limited Warranty are Accessories manufactured by Segway or that are not covered by the manufacturers limited warranty. If an accessory sold by Maxem Technologies Ltd is covered by a limited warranty issued by the manufacturer of the accessory, then Maxem Technologies Ltd provides the manufacturers limited warranty to the purchaser, but Maxem Technologies Ltd does not warrant the accessory and the accessory is not covered by this Limited Warranty

During the applicable limited warranty period, Maxem Technologies Ltd shall, within a reasonable period of time, repair or replace, at its election, (with new or reconditioned parts of the same or similar style and with upgraded software, if appropriate) the defective component of the Segway PT, Replacement Part, or Accessory, subject to the exclusions, limitations, and conditions stated below. Maxem Technologies Ltd may elect to simultaneously replace non-defective parts that are part of a sub-assembly that contains the defective component. Any replaced components, parts or accessories (defective parts and parts that are part of such a sub-assembly) will become the property of Maxem Technologies Ltd.

This Limited Warranty does not cover damage to a Segway PT, Replacement Part, or Accessory caused by any of the following: all external causes such as (without limitation) dropping, accident, collision, fire, immersion in water, freezing, or striking objects; misuse such as riding over obstacles, over loading, racing, or otherwise using the Segway PT, Replacement Part, or Accessory contrary to the instructions and warnings contained in the user materials issued by Segway (the "User Materials"); altering or modifying the Segway PT, Replacement Part, or Accessory; loosening or opening the Chassis Cover Plate of the Segway PT or otherwise accessing the components within the chassis (Controller Boards, Balance Sensor Assembly, Motors, and internal wiring); disconnecting the Handlebar from the Control Shaft; damage to the Parking Stand caused by stepping on or moving the Segway PT with the Parking Stand deployed; deterioration of paint, trim, and appearance items that results from use and/or exposure to the elements; cleaning with a high-pressure water system, abrasives, or solvents; exposure to environmental conditions beyond the limits stated in the User Materials; failure to properly maintain or improperly servicing the Segway PT, Replacement Part, or Accessory; damage caused by use of non-Segway parts or attachments; or improper charging of the Segway PT. See the User Materials for proper use, maintenance, and charging of a Segway PT, Replacement Part, or Accessory.



To obtain repair or replacement under this Limited Warranty, the purchaser must contact Maxem Technologies Ltd within the applicable limited warranty period and utilize the following procedure:

Call Maxem Technologies Ltd Customer Support 045 889 529 Monday -Friday, 9.00 a.m. to 5.00 p.m., local time and describe the problem to a Segway Customer Support Representative. Segway may require that the purchaser provide proof of purchase and proof of date of delivery to the original purchaser.

If the purchaser is unable to resolve the problem with the assistance of the Maxem Technologies Ltd Customer Support Representative, and if this Limited Warranty applies, the Maxem Technologies Ltd Customer Support Representative will determine the procedure to be followed by Maxem Technologies Ltd to repair or replace the Segway PT, defective component, Replacement Part, or Accessory, which may include, at Segways election, any one of the following:

(1) If the defective part is the Handlebar/Control Shaft assembly or is a part covered under the ninety (90) day limited warranty period stated above (all of which are designed to be replaceable by the purchaser), Segway may, within a reasonable period of time (typically between two and five business days), ship to the purchaser (situated in the United States) a replacement part together with instructions for installation thereof. The purchaser shall then remove the defective part and install the replacement part in accordance with instructions provided by Segway. The purchaser shall package the defective part into the same box used to ship the replacement part to the purchaser and the purchaser shall apply a prepaid shipping label (provided by Segway) to that box and the purchaser shall ship the box containing the defective part back to Segway. If the purchaser fails to return replaced parts within 10 days, the purchaser shall pay to Segway, Segways then current list price for the parts (new).

(2) Maxem Technologies Ltd may provide purchaser with a Return Materials Authorization number ("RMA#"). Purchaser shall then deliver the Segway HT, defective component, Replacement Part or Accessory to Maxem Technologies Ltd or Segways designated dealer or other service provider, (as instructed by Segway), properly packaged (so as to prevent damage during shipment) and with the RMA# written on the outside of the packaging.

Purchaser shall pay the cost of shipping and purchaser shall bear the risk of loss during shipping. If the returned Segway PT, component, Replacement Part or Accessory is defective and this Limited Warranty applies, Maxem Technologies Ltd shall, within a reasonable period of time, repair the Segway PT, or repair or replace the defective component, Replacement Part or Accessory.

Purchaser shall then pick up the repaired Segway PT or repaired or new or reconditioned component, Replacement Part or Accessory from Maxem Technologies Ltd or Segways designated dealer or other service provider (or purchaser may arrange for shipment back to purchaser at purchasers expense).

(3) Maxem Technologies Ltd may, at its option, within a reasonable period of time, dispatch a Segway Certified Technician to the purchasers location (situated within the Republic of Ireland and Northern Ireland) and, simultaneously ship (at Maxem expense) any necessary part(s) to purchaser. If Maxem Technologies Ltd ships part(s) to the purchaser, the purchaser shall receive and hold (but not open) the box containing the part(s). The purchaser shall deliver the box containing the part(s) to the Segway Certified Technician. The purchaser shall provide the Segway Certified Technician with the Segway PT to be repaired and suitable space, light, and electrical power at the purchaser location (situated within the Republic of Ireland and Northern Ireland) between the hours of 8:00 AM to 6:00 PM, local time, Monday through Friday, excluding holidays, (the date and time to be scheduled by Maxem Technologies Ltd or its representative and purchaser) for the Segway Certified Technician to repair the Segway PT or repair or replace the defective component, Replacement Part, or Accessory. The purchaser shall arrange for an adult (18 or more years of age) to be present at any residential service location when the Segway Certified Technician performs the service. The purchaser may be required to deliver to a carrier the replaced parts (packaged by the Segway Certified Technician in a Segway prepaid shipping box). If the purchaser fails to so deliver the replaced parts, the purchaser shall pay to Maxem Technologies Ltd Segways then price for the replaced parts (new).



Subject to the exclusions, limitations and conditions stated in this Limited Warranty, Maxem Technologies Ltd warrants parts provided under this Limited Warranty against defects in materials and workmanship for the period which is the balance of the original Segway Personal Transporter Limited Warranty period under which the part is replaced. Segway repair or replacement of defective parts or Accessories does not extend the term of this Limited Warranty, which shall expire (as to original, repaired, and replaced parts and Accessories) upon expiration of the applicable Limited Warranty period from the date of original delivery of the Segway PT, Replacement Part, or Accessory to the purchaser.

Maxem Technologies Ltd's obligations and liability for any defects in any Segway PT component, Replacement Part, or Accessory are limited to repair or replacement of defective parts as required by this Limited Warranty. Maxem Technologies Ltd neither assumes (nor authorizes anyone to assume for it) any other obligation or liability in connection with a Segway PT, Replacement Part, or Accessory or this warranty. Maxem Technologies Ltd is not responsible for any loss of use of a Segway PT, Replacement Part, or Accessory or for any inconvenience or other loss or damage which might be caused from any defect in a Segway PT, Replacement Part, or Accessory, or for any other incidental or consequential damages the Purchaser may have as a result of any defect in a Segway PT or Accessory.

THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO SEGWAY PTs, REPLACEMENT PARTS, AND ACCESSORIES. SEGWAY DISCLAIMS 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.

REFURBISHED SEGWAY PTs

A "Refurbished Segway PT" is a pre-owned Segway PT sold by Segway as a "Refurbished Segway HT". Subject to the exclusions, limitations, conditions, and procedures stated above, Maxem Technologies Ltd warrants the following described components of Refurbished Segway PTs against defects in materials and workmanship for a period of six (6) months from date of delivery to the original purchaser of the Refurbished Segway PT: Chassis; Chassis Cover Plate; Gearboxes; Handlebar/Control Shaft assembly [but not the attachments thereto listed under the forty-five (45) day warranty below]; Control Shaft Base; Controller Boards; Balance Sensor Assembly; Motors; and internal wiring.

Subject to the exclusions, limitations, conditions, and procedures stated above, Maxem Technologies Ltd warrants all other components of the Refurbished Segway HT, except batteries, [including, without limitation: Parking Stand; Grips (including both components of the Steering Grip); Trim; Mat; Batteries; Wheels; Tires; Keys; Fenders; Power Cord; Charge Port Cover; Display Bezel; Control Shaft Clamp; Cargo Bags], Replacement Parts, and Accessories against defects in materials and workmanship for a period of forty-five (45) days from date of delivery to the original purchaser of the Refurbished Segway HT. Maxem Technologies Ltd does not warrant batteries sold as part of a Refurbished Segway HT.



Returns Policy

Maxem Technologies Ltd will only accept return of unused and undamaged Products that are returned in the original packaging. Purchaser must follow this return procedure:

- a) Within ten days after receipt of the Product, Purchaser must contact Maxem Technologies Ltd Customer Services, at Unit D2, Southern Link Business Park, Naas, Co. Kildare and request a Return Authorization (RA) number.
- b) After Purchaser receives an RA number from Maxem Technologies Ltd. Purchaser must return the Product to Maxem Technologies Ltd in an unused, undamaged condition and in the original packaging. The Product must be delivered back not later than ten days after the RA is issued.
- c) Purchaser, as a condition of returning the Product, must pay Maxem Technologies Ltd a re-stocking fee equal to 10% of the purchase price for the returned Product. Payment of this fee is due at the time Purchaser obtains the RA, subject to actual return of the Product in accordance with the terms of this Policy.
- d) Upon receipt of the returned Product, Maxem Technologies Ltd shall inspect the returned Product to confirm that it is unused and undamaged and in the original packaging. Upon such confirmation, and provided the Purchaser has followed the procedure set forth in this Policy, Maxem Technologies Ltd shall credit Purchaser for the purchase price less the 10% restocking fee.
- e) If Purchaser returns Product that is used, damaged, not in the original packaging, or otherwise not in accord with this section, then Maxem Technologies Ltd shall not issue any credit to Purchaser and Purchaser shall pay all costs for return shipment of the Product to Purchaser.