



Complaint form in case of warranty

(The use of this form is not mandatory for the assertion of the warranty right. However, as it simplifies a smooth processing, we ask for its use).

Dear Customer,

In the interest of our customers, we attach great importance to the quality of our products. Our products are subject to constant quality controls and are regularly inspected, as customer satisfaction is our top priority. If, despite this, you have a complaint about one of our products, we would ask you to carry out the steps below to ensure that your complaint is processed correctly.

- (1) Please, fill out the complaint form bellow.
- (2) Send the completed form together with a picture of the entire bike, as well as a picture of the part of the complaint.
- (3) Our technical customer support will address your concern as quickly as possible, so you will receive a response from us within 2 - 5 working days.

KHEbikes required information for the complaint
Customer number:
Customer name:
Date of purchase:
Part of complaint:
Rider size:
Rider weight:
A brief description of your complaint:

Please send the required information for your complaint, together with the two pictures (2), to the following e-mail address: support@khebikes.de