

Amcargobikes

Cargo bike enthusiast since 1992

Parts on our bikes

At Amcargobikes we basically only use branded parts from respectable factories, for example. Shimano, Tektro, Promax and many more.

With a branded part we ensure that the quality is always high, so that we minimize errors on parts as well as continuous replacement.

Do you still have a broken part?

It is a real pity when a part breaks, but cargo bikes and cargo bike parts are exposed to much e.g.:

- They stand outside in all kinds of weather winter, spring, summer, and autumn. Some nights without garage (rain cover) or roofing. Buy a garage here: <https://amcargobikes.co.uk/product/rain-cover/>
- They are often exposed to extra weight from a package or other items you carry
- They have been torn in accidentally or moved the bike
- Pressed on by others than the owner if they are in public environments e.g. stations, courtyards environments, on the road
- Affected by other bicycles that overturn, for example, when standing in public environments, for example. at stations, centers, etc.
- And, of course, used many, many times every day ... and worn down by daily use
- Lack of continuous oiling after rain
- Lack of optimal tire pressure
- Missing mandatory service at 20 km and for every 500 km (see your receipt / invoice)
- New parts can be purchased here: <https://amcargobikes.co.uk/product-category/parts/>

Our experience of complaints about moving or mechanical parts

- **Broken Spokes / crooked Wheels & Rims:** We use some of the thickest and strongest spokes on our bikes: When we see spikes on spokes, it is mostly always due to lack of or inadequate service. For service, the spokes are tightened. We also see users who have gone over a curb / up the curb or similar with heavy weight on. This is a bike obviously not intended for.
- **Broken metal corners:** A rare mistake, but when we see it, there has almost always been an external pressure from the top and / or the metal corner has been loosened and has been constantly bent.
- **Damaged front pedal blade on electric models:** Occurs as a safety element, when the chain is stuck, and you try to start the electric motor at the same time. The problem arises almost exclusively on bicycles that have not received first service or ongoing service and/or lack continuous oil and chain oiling
- **Chain falls off:** Occurs solely due to lack of first service or ongoing service (where chain may be tightened) and/or lacks continuous oiling of chain and gear and of course due to a worn chain / rear gear to be replaced
- **Defect sensor:** Occurs solely because the sensor has stuck to an external object e.g. branch, cords etc. or as a result of the chain being torn down when you lost the chain when you put the chain back on or that you did not stop cycling in time when the was chain was lost and thus yourself have

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damaged the sensor. Chain loss is next solely due to lack of maintenance, failure to adjust gear and oiling.

- **Broken charger:** Often occurs as a result of having lost the charger, the charger has been permanently or for a long time in a switched on socket, you have accidentally used the charger to charge other than the original battery etc.

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Complaints on moving or mechanical parts

- Many cargo bikes and equipment defects are unfortunately due to lack of maintenance or faulty use. Such cases, parts can easily and cheap be replaced
 - Accessories: <https://amcargobikes.co.uk/product-category/accessories/>
 - Spare parts: <https://amcargobikes.co.uk/product-category/parts/>
- See also our terms of trade and more. here: <https://amcargobikes.co.uk/terms-and-conditions/>
- REMEMBER, that our focus is always to resolve any complaints or defective cases quickly and efficiently in collaboration with our customers
- Since we use good quality branded parts, we see virtually no manufacturing defects. Also, all the bikes are checked at our factory after collection and before delivery at the showroom
- Do you still believe you have a manufacturing defect? Then just do the following:

Send product incl. the following things:

- Copy of receipt for first mandatory service at 20 km and thereafter every 500 km (Requirements). From our service workshop or your local bike shop
- Copy of purchase invoice
- Clear sender address incl. e-mail and telephone number
- Description of defective cause

Send to our goods receipt department:

Amladcykler/ Amcargobikes
Steen Blichers Vej 20,
DK-2000 Frederiksberg
Denmark

- Submit ***only*** as a package as these can always be tracked via the tracking number.
- Submission costs are **not** covered.

Then we check the damage and decide whether the product should be replaced with a new one within the right of complaint. In the case of a valid complaint we will send a new part back.