



clever mobility

Scoot & Ride Vertriebs GmbH | Steiffstrasse 1 | 4710 Grieskirchen - Austria

Dear Valued Customer,

First of all, we would like to express our sincere apologies for any inconvenience you may have experienced. We would like to provide the following clarifications regarding the condition of our products upon delivery.

1. Reason for Dust on Products:

All our products are not wrapped in plastic bags in order to be more environmentally friendly. As a result, during transportation, friction between the product and the carton boxes may cause dust or dirt to stick to product and wheels.

2. Quality Assurance:

This is an objective issue related solely to the packaging and transportation process, and it does not affect the quality or safety of the products. Therefore, we would like to guarantee that our products are 100% brand new and unused.

We hope this explanation helps to address any concerns you may have. We remain committed to providing the highest quality products and services to our customers. Should you have any further questions or need assistance, please do not hesitate to contact us.

Thank you very much for your understanding and continued trust.

Sincerely,


Torsten Pötzsch
CEO
Scoot & Ride Vertriebs GmbH

**SCOOT & RIDE
VERTRIEBS GMBH**
Steiffstraße 1
A 4710 Grieskirchen