

Where to find information about us and our products

Kuota Global operates across the world with key distributors covering key areas. Kuota Global is registered with the head office address at 7F, No. 48, XianYang Road, Nangang District, Taipei City, Taiwan To contact us in writing, please use this address or email info@kuota-cycle.com

At Kuota Global, we're committed to making sure every rider is genuinely happy with both our products and the service we provide. If you have any feedback or need to raise a concern, just drop us a message at hello@kuotabikes.co.uk, we aim to get back to you within 5 working days.

You can find everything you need to know about us, Kuota Global Limited, and our products on our website or from our sales staff before you order. We also confirm the key information to you by email after you order.

When you buy from us you are agreeing that:

- We only accept orders when we've checked them.
- Sometimes we reject orders.
- We charge you when you order.
- We pass on increases in VAT
- We're not responsible for delays outside our control.
- Products can vary slightly from their pictures.
- You're responsible for making sure your measurements are accurate.
- If you bought online or over the telephone, you have a legal right to change your mind.
- You can end an on-going contract
- You have rights if there is something wrong with your product.
- We can change products and these terms.
- We can suspend supply (and you have rights if we do).
- We can withdraw products.
- We can end our contract with you.
- We don't compensate you for all losses caused by us or our products.
- We use your personal data as set out in our Privacy Notice.
- You have several options for resolving disputes with us.
- Other important terms apply to our contract.

We only accept orders when we've checked them:

We contact you to confirm we've received your order and that we've accepted it.

Sometimes we reject orders:

There may be times when we're unable to accept an order. For instance, if a product is unexpectedly out of stock, if your location falls outside our delivery zones, or if there's been a pricing error. If that ever happens, we'll let you know promptly and make sure any payment you've made is fully refunded.

We charge you when you order:

In most cases we charge you when you order. However, local distributors may take payments at regular intervals for fully built bikes as explained to you during the order process with your local shop or distributor.

We pass on increases in VAT on fully built bikes at local level

If the rate of VAT changes between your order date and the date we supply the product, your local distributor reserves the right to amend the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

We're not responsible for delays outside our control:

If something outside our control like supply chain issues or component delays which affect your order, we'll let you know as soon as we can and do our best to keep things on track.

Whilst we can't offer compensation for delays beyond our control, if it looks like the delay will be significant, you're welcome to get in touch with us at hello@kuotabikes.co.uk. If you'd prefer not to wait, we'll cancel your order and refund you for anything you've already paid for but haven't received.

Delivery times:

Our typical manufacturing and delivery timeframe is around 6 to 10 weeks. That said, during quieter periods, things can move a lot quicker. If you'd like an up-to-date estimate based on current demand, just drop us a message at info@kuota-cycle.com and we'll be happy to help.

Products can vary slightly from their pictures:

Kuota Global are committed to providing their customers with the most accurate product information. However, there may be instances, especially related to third-party components, where information is not as accurate as we would like. If you have any concerns regarding this, please contact us at hello@kuotaglobal.co.uk detailing the nature

of your concern. If a product is different to what has been advertised on our website, we will either refund or replace the item for you.

Delivery costs and import duty of Frames, bars, wheels and saddles:

There is no additional charge for delivery and import duty to the majority of the world.

However, please contact us to check if this applies to you by emailing us on hello@kuotabikes.co.uk we cannot be held responsible for any charges you incur if you have not checked with us first.

UK Customers - We apologise but due to courier logistics outside of our control, there is a surcharge for customers located in the Scottish Highlands, Islands, Off-shore UK, Isle of Man, Channel Islands and Northern Island. In line with fairer deliveries for all, we only charge the direct cost that the courier charges us to our customers. There are some remote areas that we are not able to deliver to, please contact us on hello@kuotabikes.co.uk should you require any clarification on this matter with your postcode and will we advise you accordingly.

If you have already purchased your products and we have contacted you about surcharges for delivery that you are unhappy about, we will gladly provide you with a refund providing you inform us, by return, that you do not wish to proceed.

Delivery costs of fully built bikes:

Delivery costs of fully built bikes vary from country to country, please contact your local distributor or shop for full confirmation.

Areas we deliver custom built-bikes to:

Due to nature of our growing distribution network and the relaunch of Kuota Bikes, custom built bikes are only available in certain areas. Please check with your distributor or shop and check our website for a list of locations that are able to supply fully built bikes. As the brand grows, we will continue to increase this network and coverage to support the consumer demand.

If you bought online or over the telephone, you have a legal right to change your mind:

Your legal right to change your mind. For most of our products bought online or over the telephone, you have a legal right to change your mind about your purchase and receive a refund of what you paid for it. This is subject to some conditions, as set out below.

Parts/Products Purchased	Your legal rights
Non-bespoke components such as wheels, handlebars, seats, gearsets, gear cables, cassette, freehub bodies, bottom brackets, gear mechanism, inner tubes, tyres, brake pads, wheel truing, grips and bar tape	14 days to change your mind. You pay costs
Any custom painted components	No right to change your mind
Fully built custom bikes to your specification	No right to change your mind
Fully built bike – pre-configured and already listed on our website	14 days to change your mind. You pay costs

When you can't change your mind. You can't change your mind about an order for:

- Anything that we have supplied to your bespoke specification – i.e. anything that is not “off the shelf”;
- Anything that is made to order;
- Fully assembled bikes to your order;
- Where you have installed the component/used the component and it is not faulty; and
- Goods that are made to your specifications or are clearly personalised (custom paint for example).

The deadline for changing your mind. If you change your mind about a product and you have the right to do so, you must let us know no later than 14 days after the day we deliver your product. If the goods are split into several deliveries over different days, the period runs from the day after the last delivery.

How to let us know. To let us know you want to change your mind, contact our Customer Service Team on hello@kuotabikes.co.uk

If you change your mind about a purchase, you're welcome to return the product, but you'll need to cover the return shipping costs. Please make sure the item is sent back to us within 14 days of letting us know you want to cancel.

We recommend using a reliable delivery service and keeping proof of postage (like a receipt or tracking number). If we don't receive the item, or it arrives outside of a reasonable timeframe, we won't be able to issue a refund.

If the product has been used, damaged, or returned in a condition that's not “as new” for example, if it's missing accessories, tags, or original packaging, we may reduce your refund to reflect that. In some cases, we might not be able to offer a refund at all, depending on the item's condition.

We aim to process refunds as quickly as possible, typically within 14 days of either getting the product back or receiving proof you've sent it. Your refund will go back to the original payment method, and we won't charge you any extra fees for it.

You have rights if there is something wrong with your product:

If you think there is something wrong with your product, you must contact our Customer Service Team on hello@kuotabikes.co.uk We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law.

Warranty Details and Conditions

We offer a lifetime warranty on framesets to the original owner against structural defects in material or workmanship on all Kuota framesets. We offer a two-year warranty on all components sales such as wheels and handlebars and a year on saddles.

All Kuota Global frame sets are engineered with a finite service life, which should be distinguished from the warranty period. The warranty does not guarantee that the frame will be free from failure indefinitely, nor does it imply an unlimited product lifespan. The actual usable life of any frame is influenced by factors including frame design, riding style, environmental conditions, and the level of maintenance and care provided.

High-impact activities such as racing, downhill riding, jumping, stunt riding, technical trail riding, and exposure to severe environmental conditions can significantly accelerate material fatigue and significantly reduce the expected service life of a Kuota Global frame set. Failures arising from such use individually or in combination fall outside the scope of warranty coverage.

To ensure ongoing safety and performance, all Kuota Global frames should undergo regular inspections by an authorised Kuota Global technician, or a technician holding at least Cytech Level 2 accreditation. Inspections should include detailed assessment for structural fatigue indicators such as cracks, corrosion, denting, deformation, paint delamination, or other signs of stress or misuse. Routine technical inspections are critical for identifying early-stage defects, preventing failure, and preserving the intended lifespan of the frameset.

WARRANTY CONDITIONS

Kuota Global warranty applies to the original purchaser of the bike, frameset or components only and cannot be extended or transferred to a third party.

Kuota Global reserve the right to inspect in person any Kuota frame or fork, or component suspected of being faulty or defective. If it is deemed that a physical inspection of the bike is required, Kuota Global will only arrange to collect the bike from location it was delivered to. Kuota Global also reserves the right to arrange an independent localised inspection to be carried out. Occasionally, we may ask for descriptions or photographs/videos of any

alleged fault to help us process a warranty claim. Any request for additional details is to assist us with the processing of a warranty claim and is not deemed to be in lieu of any physical inspection or an acknowledgement of a fault.

When it is possible, we will first look to repair or replace any faulty products free of charge (in line with warranty periods) in the instance that a manufacturing defect has been identified. Replacements will be offered on a like-for-like basis where the value of the replacement goods will match the value of the faulty goods at the original time of purchase. We will always do our best to replace like-for-like but there may be times when replacement goods may not exactly match the original product due to product update or discontinued products.

The warranty period commences from on the day that the customer has received the goods. The customer must register the frame or bike within 30 days of this date. Wheelsets, bars, saddles and other components do not require registration.

To register the warranty, please follow this [link xxxxxxxx](#)

Any warranty claim must be accompanied by the original proof of purchase.

The warrantor reserves the right to decide to repair or replace the faulty product and to decide on the type of product for replacement and the final interpretation in the case of any dispute.

Warranty Exclusions

The exclusive remedy available under this express warranty, as well as under any applicable implied warranties, is limited solely to the repair or replacement of defective components with parts of equal or superior value, as determined at the sole discretion of Kuota Global. This warranty expressly excludes coverage for labour charges, routine wear and tear, and damage arising from racing or commercial use.

This warranty does not extend to any damage, failure, or loss resulting from abuse, neglect, improper repair, inadequate maintenance, unauthorised repair or modification or alteration, failure to adhere to product instructions or warnings, accident, or any form of abnormal, excessive, or improper use for which the bicycle was not originally designed. Furthermore, all shipping and handling costs associated with transporting the product to and from Kuota Global facilities are the sole responsibility of the customer and are not covered under this warranty.

Consumable items such as gear cables, cable stops, freehub bodies, bottom brackets, gear mech hangers, inner tubes, tyres, brake pads, wheel truing, bearings, grips and bar tape, are non-warrantable items and not covered by this policy.

All frameset assembly and component adjustments must be performed either by an authorised Kuota Global technician or by a professional bicycle technician specifically approved by Kuota Global. Frameset or bicycles that have been assembled or adjusted by

individuals not authorised by Kuota Global are expressly excluded from warranty coverage.

We can change products and these terms:

Changes we can always make. We can always change a product:

- to reflect changes in relevant laws and regulatory requirements;
- to make minor technical adjustments and improvements.

We can suspend supply (and you have rights if we do)

We can suspend the supply of a product. We do this to:

- deal with technical problems or make minor technical changes;
- update the product to reflect changes in relevant laws and regulatory requirements; or
- make changes to the product (see We can change products and these terms).

We let you know, may adjust the price and may allow you to terminate. We contact you in advance to tell you we're suspending supply, unless the problem is urgent or an emergency. If we suspend the product we adjust the price so you don't pay for it while its suspended. If we suspend supply, or tell you we're going to suspend supply, for more than 30 days (in addition to the estimated delivery date) you can contact our Customer Service Team on hello@kuotabikes.co.uk to end the contract and we'll refund any sums you've paid in advance for products you won't receive.

We can withdraw products:

We can stop providing a product. We let you know at least 10 days in advance and we refund any sums you've paid in advance for products which won't be provided.

We don't compensate you for all losses caused by us or our products

We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- Unexpected. It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- Caused by a delaying event outside our control. As long as we have taken the steps set out in the section We're not responsible for delays outside our control.
- Avoidable. Something you could have avoided by taking reasonable action. For example, damage caused by you or through lack of maintenance or care.

· A business loss. It relates to your use of a product for the purposes of your trade, business, craft or profession.

We use your personal data as set out in our Privacy Notice

How we use any personal data you give us is set out in our Privacy Notice. [Link](#)

Resolving disputes with us:

Our complaints policy. Our Customer Service Team who can be contacted on hello@kuotabikes.co.uk will do their best to resolve any problems you have with us or our products as per our Complaints policy:

Other important terms apply to our contract

We can transfer our contract with you, so that a different organisation is responsible for supplying your product. We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the contract.

Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.