

**F** 

OWNER'S MANUAL

## PREFACE

Thank you for selecting the original PHAT® Scooters Flectric Scooter.

PHAT® Scooters focuses on the research and development of electric play vehicles for efficient and fun transportation. Our designs intentionally create a culture built on quality, creativity, fun and individuality.

Before you drive your PHAT® Scooters Electric Scooter, please carefully read the specifications in this operating manual and conduct a complete inspection of the scooter.

Refer back to this operating manual often for instructions on properly Maintaining your PHAT® Scooters Electric Scooter. The sections in this manual on maintenance and the proper operation of your scooter will help you become familiar with the scooter's function and controls. Any improper operation may damage your scooter, increase significant risk in bodily harm and void the warranty.

The actual scooter may be different from the specifications due to continuous improvements and updates in product technology. Please carefully read and observe the contents within this operating manual to ensure your safety and proper scooter maintenance.

Thank you again for joining the PHAT® Scooter family!







## **NOTES**

- Before riding your scooter, please carefully read this operating manual and thoroughly inspect the scooter to ensure your safety. If any issues are found, please contact the manufacturer immediately at support@phatscooters.com.
- 2. Comply with all traffic laws and exercise caution when operating your scooter on or near busy streets or crowded areas. Allow sufficient braking distance when stopping the scooter.
- 3. Exercise caution and reduce your speed when operating the scooter in poor weather conditions such as in rain or snow. Operating in light rain or snow may not necessarily damage the scooter but be careful not to submerge the scooter. If the rear wheel motor hub is submerged in water, the scooter may short circuit and cause permanent damage to the electrical equipment. Do not exceed the carrying capacity of your scooter, which is rated at 440lbs.
- 4. Do not disassemble the battery and motor. All replacement parts must be purchased from PHAT® Scooters.
- 5. For the safety of others, your scooter should only be operated by those who have thoroughly read and understand this operating manual prior to operating the scooter.
- 6. Should your scooter go several weeks without use, simply charge the battery back to full before use and then continue charging as normal. See maintenance and storage sections for more detailed instructions.

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## **COMPONENTS**

#### LCD DISPLAY WITH KEY-LESS PUSH BUTTON START & ALARM



- (1) PUSH BUTTON START
- (2) ODOMETER
- (3) BATTERY INDICATOR
- (4) METER

- (5) DRIVE MODE INDICATOR
- (6) ERROR CODES
- (7) SPEEDOMETER
- (8) GEAR INDICATORS

# COMPONENTS (cont'd)

- 1 SAFETY THROTTLE
- 2 PHONE HOLDER
- 3 LCD DISPLAY WITH KEY-LESS PUSH BUTTON START & ALARM
- 4 UV AND WATER RESISTANT SINTEX SEAT
- 5 DRINK HOLDER
- 6 SUPER BRIGHT HEADLIGHT FOCUSED ON THE ROAD.
- 7 MAGNETIC DECKS THAT ARE INTERCHANGEABLE
- 8 UPGRADED SUSPENSION
- 9 3000 WATT MOTOR FOR BETTER HILL CLIMB
- 10 REMOVABLE QUICK-CHARGE BATTERY
- 11 MIRRORS







# COMPONENTS (cont'd)



## MAIN TECHNICAL PARAMETERS

Front Brake	Hydraulic disc brake+EABS	
Rear Brake	Hydraulic disc brake+EABS	
Front /Rear Tire	18 × 10" - 225/45 -35N Tire	
Motor	3000 Watt	
Front Fender	ABS	
Frame	Steel	
Wheelbase	53 inches	
Seat Height	32 inches	
Battery	72v 23AH: Lithium Ion	
Charging Time	3 Hours	
Range Per Charge**	25 miles - 30 miles	
Maximum Speed*	20 mph	
Torque	95 N/M	
Hill Climb*	20°	
Weight	194 lbs - W/ Golf Carrier 222lbs	
L*W*H	71" x 17" x 49"	

<sup>\*</sup>Speed, Range, and Hill Climb will vary depending on rider weight.

<sup>\*\*</sup>Range decreases with more speed, torque and electrical upgrade usage.







## FEATURES OVERVIEW

PHAT® Scooters use an ultra-thin lithium NMC battery and a simple scooter structure with a 8-10 inch-wide wheel.

**Battery:** The lithium NMC battery is small, light-weight, and safe. It provides a minimized carbon footprint along with a long service life.

**Motor:** The professional-grade, brush less motor is composed of the best magnet steel material, high-quality coiled silicon steel sheet, precision bearings, and a thick motor shaft. It is strong and durable in terms of power and bearing capacity.

**Tire:** This super wide, straight-line vacuum tire provides better stability and a strong grip, giving you peace of mind and ensuring a ride that is safe, comfortable and flexible.

Frame: The integrated steel frame is solid, strong and durable.

**Headlight:** The Angel Eye daytime running headlight and LED front headlight provide a safe day and night travel experience.

Dashboard: The dashboard features a 4-grid indicator for the battery level and 3-gear indicators for speed. Beach Mode is 8 mph and is ideal for the boardwalk. Golf mode is 13 mph and is for use on the golf course. Bike mode is 19.8 mph and is for use in the bike lane. Please refer to your state and local laws to make sure you are in compliance with riding.

Diagrams that display these components are shown on pages 5-7.

## CLEANING

PHAT® Scooters recommends cleaning your scooter regularly to ensure proper functionality.

- 1. Prior to cleaning, turn the scooter off and remove the key.
- 2. Dust all exposed parts, using a soft, smooth and dry cloth.
- 3. Clean your PHAT® Scooters using tap water and a neutral detergent. Wipe clean with a soft, damp cloth to remove dirt and grime.
- 4. Avoid dry wiping as it can cause scuffing.
- 5. Wipe down the scooter seat with soft disinfectant wipes.
- 6. Avoid getting electrical components wet. Gently dust instead.
- 7. Do not clean the headlight, battery, or other electrical parts directly with water or they will become damaged.
- 8. If heavy build up occurs under the fenders, lightly spray with water, but avoid spraying directly into the rear wheel hub.
- 9. Do not use wax, oil or harsh cleansers.
- 10. When done, wipe the scooter gently until it's dry.
- 11. Drape a scooter cover over your scooter to protect against dust build-up. You can purchase a scooter cover at www.phatscooters.com.







## BATTERY HANDLING PROTOCOL

Please refer to the guidelines below for proper handling of the battery to prevent possible damage to the battery or vehicle:

**WARNING:** Tampering with the battery will void the warranty and can result in leakage, overheating, smoking, fire or explosion.

- Operating temperatures should be within a range of -10 degrees to 45 degrees Celsius (14 to 113 degrees Fahrenheit).
- Do not expose the scooter battery or any related parts to liquids or corrosive agents.
- Keep away from heat sources, combustible liquids, gases and explosives.
- · Never insert anything into the terminals, especially metal objects.
- Always be mindful of correct terminal orientation to prevent reverse polarity.

**WARNING:** In case of any odors, overheating, or deformation of the battery keep away from the battery and call PHAT customer service 866-972-6687.

# BATTERY HANDLING PROTOCOL (cont'd)

#### Short circuit event

The new and improved 23AH battery has internal protections to keep riders safe. Our upgraded battery management system allows for improved function, monitoring, and safety.

In the event that your battery should malfunction, it likely means the internal protections have been activated. Please refer to the following to troubleshoot the short circuit event:

- · Relieve the short circuit and allow 5 minutes for the battery to reset.
- · Battery should return to normal operation after reset.
- If the battery does not reset and return to normal operations, please contact PHAT® customer service.







## BATTERY CHARGING PROTOCOL

**WARNING:** Tampering with the charger will void the warranty and can result in overheating, smoking, fire or explosion.

\*\*\*\*\*\*Failure to comply with this manual will void warranty.\*\*\*\*\*\*

In order to prevent damage to yourself or to your vehicle, please follow these safety precautions:

- · Make sure to use the charger on a level dry surface away from children.
- Only use the charger that was included with the scooter at the time of original purchase.
- Do not leave the charger plugged to an outlet unless it is actively charging a scooter.
- Do not leave the charger unattended.
- · Once the charger indicates full charge unplug it in a timely manner.
- Do not charge the scooter in a closed space or in extreme temperatures (less than -10 degrees or above 45 degrees Celsius).

**WARNING:** If you detect any problems, including but not limited to abnormal signal light behavior, odors and/or overheating, please stop charging immediately and call PHAT customer service.

## **HOW TO CHARGE BATTERY:**

**Step 1:** Plug the charger into a properly wired 120VAC outlet with a minimum \_\_ampere rating. A green LED light will display on the charger, which means the battery is ready to be charged.

**Step 2:** Plug the charger into the charge port in the breastplate of the scooter. Please be mindful of orientation.

**Step 3:** Once the charger is properly inserted into the charge port, the LED light should turn from green to red. This indicates that the scooter is charging.

NOTE: Charging is complete once the light on the charger turns from red to green.

NOTE: If two 9amp chargers are plugged into the wall at the same time, the breaker will pop.







## BATTERY OPERATION AND MAINTENANCE

Please refer to the following for appropriate and inappropriate battery operation and expectations:

- If the battery cannot be fully charged in 12 hours, please contact customer service.
- To maximize battery life, keep the battery between 20-80% capacity.

NOTE: Lower temperature conditions will result in reduced battery capacity

## BATTERY STORAGE

Optimal storing condition:

- If storing the unit for longer than one week, remove the battery from the scooter.
- Store the battery in a room temperature, non-humid, level area. For best performance, store the battery at 50% capacity.

NOTE: Storing the battery at less than 30% or greater than 70% capacity can cause permanent damage to the battery that reduces lifetime and total capacity.

## SAFE RIDE GUIDE

We want you to stay safe when riding your PHAT G3 scooter! Please perform the following preliminary safety checks before operating your scooter:

- Steering Inspect turns, looking for a good strong connection: tire turns as expected, no displacement or loosening.
- Braking Inspect levers. Confirm acceleration and confirm that braking is working as intended.
- Tires Inspect tires for deformities. Check tire pressure, check tire tread, ensure there are no visual deformities.
- Lights Inspect all lights for function: high beam, low beam, brake light, turn signal indicators, etc.
- · Horn Inspect for responsiveness.

## SAFE RIDE CHECKLIST

- Always wear a helmet.
- 2. Obey all laws.
- 3. Pay attention to surroundings.
- 4. Do not operate a scooter while impaired.







## SCOOTER FEATURES GUIDE

## **Getting Started**

#### LOCK:

When the scooter is OFF, press the Lock button on the key fob to arm the alarm and lock the scooter.

#### **UNLOCK:**

When the scooter is OFF, press the Lock button on the key fob. This will activate the scooter for 15 seconds, during which time the scooter can be freely rolled and the push-to-start button becomes operable.

#### **DISABLE ALARM:**

To disable the alarm, press the lock button on the key fob.

#### START:

In order to initiate start-up, the scooter must be unlocked using the key fob.

Once the scooter is unlocked, use the push-to-start button on the scooter or the Remote Start button on the key fob to turn the scooter ON.

Press the button again to turn the scooter OFF.

#### **ACCELERATE:**

Once the scooter is ON, twist the throttle towards the user to cause the bike to accelerate.

#### **CHANGE GEARS:**

Push the top button to toggle through the gear selections. 1->2->3->1 and so on.

# SCOOTER FEATURES GUIDE (cont'd)

#### **REVERSE:**

Push the bottom button to toggle to the Reverse setting. To return to Forward drive, push the button again.

#### **HEADLIGHTS:**

The default setting for the headlights is a low beam that stays on while the scooter is in use.

To turn on the high beam - push the button on the handlebars. There is an indicator on the dash screen to alert the user the function is operating.

To turn the high beam off - push the button again. Headlights will return to the low beam setting.

#### **TURN SIGNAL:**

Push the button on the handlebars marked "LEFT" to activate the turn signal when making a left turn. Conversely, push the button on the handlebars marked "RIGHT" to activate the turn signal when making a right turn. There is an indicator on the dash to alert the user the function is operating.

When the turn is completed, push the button again to deactivate the signal.

#### HORN:

Push the button to operate the horn.

#### PARK:

- Step 1: Turn the scooter OFF.
- Step 2: Step off the scooter.
- Step 3: Leave the scooter on flat stable ground to engage the kickstand.







## BATTERY TRAY

#### **OPEN BATTERY TRAY:**

- Step 1: Remove the security screw.
- Step 2: Remove the locking handle.
- Step 3: Pull the handle towards you.
- Step 4: Battery tray will drop down.
- **Step 5**: Fold out the trap door.

#### **CLOSE BATTERY TRAY:**

- **Step 1:** Place the battery inside and ensure proper connections. Make sure all the wires are safely installed and out of the way.
- Step 2: Close the trap door.
- **Step 3:** Push the battery tray up into the deck of the scooter. You should feel a click of the locking mechanism.
- Step 4: Reinstall the locking handle.
- Step 5: Reinstall the security screw.

## MANUFACTURER'S WARRANTY

PHAT® Scooters warranty covers battery and parts (no accessories) against defects in material and workmanship under ordinary consumer use for a period of:

Scooter	Battery	Frame & Motor
G3	1 Year	3 Years

The warranty begins on the first day you, as the purchaser, take possession or register your Scooter (whichever is earlier). To activate your warranty you must register your scooter at http://registration.phatscooters.com. Failure to register your scooter disqualifies the product from receiving warranty coverage.

Regular maintenance is not included with your Phat Scooters® purchase. These expenses are the customer's responsibility. This includes tires, unless a defect exists.

During these warranty periods, your exclusive remedy and Seller's sole obligation will be that Seller will replace such defective parts. Phat Scooters® does not make repairs or installations of replacement components. For repairs, tune ups, and adjustments, please visit your local bike or repair shop.







## SCOOTER STORAGE

#### **Cold Weather Climates**

If the weather in your area drops below 32 degrees and your scooter isn't stored in a temperature controlled area, you will need to winterize your scooter. The advanced NMC battery in a PHAT® Scooter is not made to survive in extremely cold weather and will degrade if stored in temperatures below 32 degrees. Follow these steps to remove the battery and charge it every 6 to 8 weeks until warmer weather returns.

- 1. You're in luck your battery removes easily. Make sure you keep it inside and charge it every 6 to 8 weeks to maintain your battery life.
- 2. We recommend storing scooter in a clean, dry area with a cover. You can purchase a scooter cover at www.phatscooters.com.

Proper maintenance is an important part of keeping your scooter running for years and years. We made it easy with our maintenance kit (purchase at phatscooters.com). We also recommend you watch our scooter care videos for tutorials on adding more brake fluid, changing your brake pads, and more at bit.ly/phat\_service

## **MAINTENANCE**

#### **Regular Maintenance and Self-Inspection Checklist**

- · Are the bolts of the front and rear wheel locked?
- Is the thread of the tire worn? Are there any holes or leaks in the tires?
- Ensure proper tire pressure on both tires (recommended front and rear tire pressure is maximum of 15 20 PSI, 12 PSI for knobby tires).
- Is the connector normal?
- · Charge the battery regularly (at least every 6 to 8 weeks.)
- Inspect the steering system:
  - Tightness of upper, lower, front, rear, left and right handlebar and fork
- Flexible rotation
- Loose and easy steering
- · Check that the front and rear wheel shafts are not loose







# MAINTENANCE (cont'd)

### **Adjustment of Brake Spacing**

Please visit www.phatscooters.com email support@phatscooters.com for detailed instructions on adjusting your brakes.

## **Breaking-In Period**

The breaking-in of the disc brake will take some time. After it is broken in, the braking force will be increased. During the breaking-in period, the brake should not be used with excessive force as it will cause permanent damage to the brake and brake pad. The correct operation of the brake is to ride normally with moderate friction between brake pad and brake disc.

## **Replace Brake Fluid**

Brake fluid should be replaced every 2 to 3 years or if brake lever starts to feel spongy. Use Dot 3 brake fluid ONLY.

The brake parts should not be filled with oil as this can cause brake failure.

## **TERMS AND CONDITIONS**

#### General Terms of Sale

This is a contract between PHAT® Scooters Inc. ("Seller") and you, and by purchasing a Phat Scooter you accept and agree to be bound by this agreement. These terms and conditions will govern the sale notwithstanding any inconsistent terms in any other purchase order, invoice, contract, or other subsequent writings.

#### Warnings and Proper Usage

A PHAT® Scooter is a battery-powered motorized scooter that is intended to be used solely under certain environmental and operating conditions, as further described here. You agree that you will use PHAT® Scooter only in the manner and under the conditions described here, and that you will avoid using it in a manner that is obviously inadvisable, or under hazardous conditions, or under any other conditions for which Seller has issued warnings. You agree to follow and obey all operating requirements and procedures of PHAT® Scooter.

- Operating Limits/Requirements PHAT® Scooter is designed to work solely with single riders. PHAT® Scooter's maximum carrying capacity is 440 pounds (350lbs for HD Golf). This weight limit includes the weight of the operator as well as all items and supplies held or worn by the operator. Should the motor become overloaded, the scooter will automatically cut the power. PHAT® Scooter's controls limit it to a top operation speed of 20 mph. PHAT® Scooter is designed and intended for persons 16 years and older. PHAT® Scooter is not a toy. Persons under the age of 16 should not ride or operate it.
- Owner's Manual The operator of PHAT® Scooter must read the owner's manual that is included with it when delivered, before attempting to operate PHAT® Scooter. Please refer to the owner's manual for battery charging and care and maintenance information.
- Normal Operation PHAT® Scooter is intended to be used by a single rider or by a single rider sitting on the seat, or by a single rider standing in an upright position with both hands on the handlebars. Never place anything other than your feet on the floorboard. Never place your hands or feet anywhere in or near the wheels. Do not wear loose fitting clothing, or ankle or shoe jewelry. Always face forward while operating.







# TERMS AND CONDITIONS (cont'd)

- a PHAT® Scooter. Brake smoothly and allow sufficient braking distance. Use caution when operating near other cyclists or pedestrians. Do not operate a PHAT® Scooter on highways.
- Safety Equipment Always wear a helmet when operating PHAT® Scooter. It is strongly recommended that you use a properly-fitting and approved bicycle or skateboard helmet that provides protection for the sides and back of your head.
- Low Power PHAT® Scooter's systems require sufficient battery power. Do not use if a low power condition is indicated on the low battery icon or on the battery charge indicator grid, or if you are aware that PHAT® Scooter requires recharging.
- Modifications PHAT® Scooter is designed to function solely in accordance with its specifications. Do not modify it in any manner, as doing so could cause it to malfunction, causing injury or damage. Always inspect PHAT® Scooter for damage prior to operating it. PHAT® Scooter is not designed to have or use any after-market equipment or supplies. Use of any non-authorized or after-market equipment will nullify the warranty, and may cause PHAT® Scooter to operate incorrectly.
- Avoid Hazards Use caution and reduce speed when using PHAT® Scooter in rainy, icy, or snowy conditions, or in other conditions where you could lose traction. PHAT® Scooter is not intended to be, and should not be used as, an "off road"-type vehicle or on uneven roads, or as a dirt bike, or for motocross-related activities. Do not use it on grass, sand or gravel. Always ride at a speed that is safe for you and others who are around you.
- No Drugs/Alcohol Never use PHAT® Scooter while you are under the influence of drugs or alcohol. PHAT® Scooter
- No Distracted Driving Never use PHAT® Scooter unless you can focus your entire attention on operating it in a safe manner. Do not operate Phat Scooter while talking or texting on a mobile phone or other electronic device.
- No Towing PHAT® Scooter is not intended to, and should never be used to, tow or pull any vehicle, bicycle, or pedestrian. Doing so can cause damage to PHAT® Scooter, and places others in serious danger.

# TERMS AND CONDITIONS (cont'd)

#### Risk of Injury – Assumption of Risk

Whenever you use PHAT® Scooter, you risk death or serious injury from loss of control, collision and/or falls. Such risk exists even if it is used in complete compliance with its instructions and warnings. BY USING A PHAT® SCOOTER, YOU ASSUME ALL RISK OF PERSONAL INJURY, DEATH OR DISABILITY TO YOURSELF AND ANY PERSON UNDER YOUR CARE OR CUSTODY.

#### Limitation of Liability and Disclaimer

You understand and agree that PHAT® Scooter has inherent/natural and unforeseen potential for risks of injury, damage or loss, that include but are not limited to injuries or damage caused by equipment, facilities, sidewalks, weather conditions, street conditions, condition of the rider, equipment, pedestrians, traffic, or the actions of other people. You agree, on behalf of yourself and any person under your care or custody, to hold Seller and all of its officers, directors, employees and advisors harmless from and against any and all liabilities, costs, expenses, fees (including reasonable attorneys' fees), penalties, claims or causes of action arising from or related to your purchase, use (including any damages or injuries you or others incur), or your inability to purchase or use PHAT® Scooter.







## **TROUBLESHOOTING**

MALFUNCTION	POSSIBLE CAUSES	TROUBLESHOOTING
Scooter won't start	Ineffective battery     Scooter is locked	Ensure the battery is fully charged. A green display on the charger means the battery is charged.     Ensure the unit is unlocked by pressing the lock button on the key fob.
Scooter drives backward when accelerating		When the scooter is ON, press the bottom button to toggle from Reverse to Forward acceleration.     To accelerate, twist the throttle on handlebars toward the driver.
Display Error Codes		
Scooter won't hold charge		Confirm all connections to the battery are secure and free from debris and moisture. Confirm connections from charger to charge port for correct orientation. (+ end of charger goes into + side of charger port). Make sure the unit is not operating under extreme temperatures. If the battery doesn't charge within 12 hours, call customer service.

#### **ERROR CODES**



MOTOR REPLACE



BRAKES REPLACE



THROTTLE REPLACE



CONTROLLER

- Reprogram - Replace

## MANUFACTURER'S WARRANTY

Visit www.phatscooters.com for more detail of warranty information. Except as otherwise expressly stated here, the PHAT® Scooter is sold "as is" with no implied warranties whatsoever. This limited express warranty is in lieu of all other warranties, express or implied. Seller expressly disclaims all implied warranties of merchantability, non-infringement, and fitness for any particular use or purpose.

This limited warranty does not cover normal wear and tear or tires, or any damage, failure or loss caused by improper assembly, maintenance, repair, storage or use of the product. This warranty shall not apply if the PHAT® Scooter is modified by any party other than Seller. This warranty only applies to PHAT® Scooters sold by seller directly.

Email us for warranty claims at support@phatscooters.com. Please include the proof of purchase and description of product defects.

## **California Proposition 65 Warning**

**WARNING**: This product contains a chemical known to the State of California to cause cancer.

#### **Choice of Law and Venue**

The venue for any proceeding brought under these terms shall exist solely and exclusively in Phoenix, Arizona. Arizona law shall govern the interpretation and enforcement of these terms and conditions.







## RETURN POLICY

#### RETURNS AND EXCHANGES

PHAT® Scooters Store orders can be returned for any reason within 30 days of the shipping date for a full refund to the original form of payment. You can return your item(s) by contacting customer support at <a href="mailto:support@phatscooters.com">support@phatscooters.com</a>.

NOTE: There will be a 15% restocking fee as well as customers are responsible for all shipping fees back to PHAT® HO's warehouse.

#### RETURN FOR ONLINE PURCHASES ONLY.

If you received the wrong item, call us at 1-866-972-6687

Monday through Friday, 8am - 5pm and we'll help you return the item and place a new order.

After your return is received, we'll refund your original payment method and send you an email confirmation that your return has been completed. Please allow up to two billing cycles for the refund credit to appear on your statement.

#### **IN-STORE RETURNS**

You can return items to PHAT® HQ's Be sure to present the original packing list so the store associate can best assist you. Returns will be refunded to the original method of payment within 3 business days after initiating your return at the store.

#### RETURN POLICY

Final sale merchandise is not eligible for return.

- All returned items must be in the original packaging and original condition. This includes all
  product tags, instructions, hardware, and accessories.
- $\cdot$   $\,$  All returned items must not be scratched, soiled, or damaged due to wear or installation.
- · Please use a separate shipping carton(s) if you are returning multiple items from your order.
- If you'd like to return items from different orders by mail, you will need to submit separate online return requests and use a different box for each order.

## RETURN POLICY

#### RECEIVED WRONG ITEM

Sure, Phat® Scooters may be perfect. But we're not. If we goofed and sent you the wrong order or item(s), let us know and we'll get it fixed in a flash. Give us a call 1-866-972-6687 between 8am-5pm MST, Monday through Friday, or head over to your Selling Dealer. We will help you get the gear you ordered and pick up the tab for any shipping charges.

#### **EXCHANGES**

Currently, we are not accepting online exchange requests. However, if there is an issue with your order due to our error, please give us a call at 1-866-972-6687 for assistance between 8am-5pm MST, Monday through Friday. Or head over to your Selling Dealer. Either way, we will help you return the item and place a new order.

#### **GIFT RETURNS**

To return a gift that was purchased from the PHAT® Store, please give us a call at 1-866-972-6687 for assistance between 8am-5pm MST, Monday through Friday. Or head over to your Selling Dealer. Note that gift returns will be refunded to the original purchaser via the original method of payment.

#### **RE-PRINT A SHIPPING LABEL**

If you need to a return shipping label, please call 1-866-972-6687 for assistance between 8am-5pm MST, Monday through Friday.

#### REFUND INFORMATION

Returns will be processed once we receive the product in its original package. A refund of the merchandise purchase price and sales tax will be credited back to your original method of payment and will post 1-3 business days after the date of processing. It may take up to two billing cycles for the credit to appear on your monthly credit card statement. We'll shoot you an email when your return is processed.

If your purchase was made with a gift card, your original gift card will be credited for the refund. For purchases made with both a gift card and credit card, your refund amount will be applied to the original gift card first and then your credit card







# PHAT® SCOOTERS APP IS NOW AVAILABLE!



# **DOWNLOAD TODAY**

The PHAT® Scooters App, created exclusively for PHAT® Scooters owners, features community meet up information, special offers and more.







## WWW.PHATSCOOTERS.COM

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