

SALE WAR- RANTIES

COMMENCAL® are made to satisfy fully their riders, that's why we manufacture them with the latest technologies in term of cycling and the best components. That's why at COMMENCAL® we have a warranty on all the products we are selling.

LENGTH

From the 2014 range and going forward, COMMENCAL® offers a warranty against manufacturing defects or materials on its products for the following length:

- All the Baby-Boom (Ramonés Kid), City (Uptown, Acid), Le Route and El Camino ranges have a 5-years warranty,
- Supernormal bikes have a 2-years warranty,
- Hardtail bikes made to send it like Absolut and Meta HT have a 5-years warranty,
- Meta AM, AM 29, Hip-Hop and SX have a 5-years warranty,
- Supremes (Supreme 20, Supreme 24, Supreme JR, Supreme FR et Supreme DH) have a 5-years warranty,
- On all full-suspension bikes, the chainstays and seatsays have a 2-years warranty,
- All COMMENCAL® components have a 1-year warranty against manufacturing defects or materials,
- All finish, like paint, stickers and other deco have a manufacturing defect warranty of 6 month.

Warranty starts when you buy the products.

COMMENCAL® WARRANTY CONDITIONS

During the validity of the warranty, COMMENCAL® will be handling replacements, for frames and parts, following those conditions :

The defect will have to be evaluated by COMMENCAL®'s R&D department. Therefore, they are the only one to be the judges if a product needs to be warrantied or not.

• Warranty will be Ok'ed:

- For bikes bought at one of our Authorized dealer or on our COMMENCAL®webstore,
- To the first owner of the bike. Warranty can't be transferred to the next owner(s),
- For a normal use of the bike.

• Warranty won't be accepted: A bike life will depend of the way it has been manufactured and the materials used. But taking care of it, cleaning it, using it with extra weight and racing with it or using it for an activity it wasn't intended, will minimize your bike's life may void the warranty. Therefore, COMMENCAL®'s warranty won't be allowed to the following:

- For the damages that occur while using your bike as well as those that occur while the materials are getting old,
- If claims are made for a bike used for racing,
- If the bike has been used in excess compare to its initial intended use or technical abilities or in any other cases of abnormal or excessive use of the bike,
- In case you don't respect the rules of use written in the manual delivered with the bike,
- If the bike has been neglected or not cleaned enough by the owner.

A regular tune-up has to be done by an Authorized COMMENCAL® dealer. This is why, expenses linked to maintaining or cleaning the bike don't fall under COMMENCAL®'s warranty :

- If an accident occurs (fall, crash...),
- If modifications have been made to the bike, or its technical specifications (paint, geometry changes, using components that weren't made for or adapted to the bike...)
- If the bike is not adapted to your body,
- If you kept on riding your bike, even though it was already damaged,
- If the bike was damaged intentionally or by a third party,
- If the inside of a CHROMOLY is rusting,
- In case of heavy weather or similar (landslide, fire, hurricane...),
- In case of misuse of the bike regarding safety norms and technics,
- In case of commercial use of the bike (rental, test...).

• Specific warranty applied to VIP framesets and Factory frames:

Bare frame(set)s have to be put together in a way that make sense by your official COMMENCAL® authorized dealer. If not, warranty can be refused. Indeed, problems coming from assembling a bike inaccurately and not following the technical indications from our www.commencal.com website, or if the built doesn't reflect what the bike was intended for.

HOW TO GET YOUR COMMENCAL® WARRANTY

If a product is under warranty, strictly according to the previous conditions stated, COMMENCAL® will handle fixing or exchanging, COMMENCAL® frames or parts with a manufacturing defect or materials. Those will be exchanged for an identical or similar new part.

COMMENCAL® can't guaranty that some type of frames or colors will be permanently available.

COMMENCAL®'s warranty will not handle shipping and handling costs related to getting the parts to us or assembling costs that may occur for the replacement parts.

Replacing a part may not stop or extend the initial warranty length.

All the repaired or exchanged parts will be under the initial warranty length when the bike was purchased.

In general, warranty is made worldwide. Please contact your local dealer, which will get in touch with us. If this is not possible, contact your COMMENCAL® distributor. If you bought your bike on our webstore, please contact us directly at customerservice@commencal.com

PROCEDURE FOR WARRANTY

In order to get your bike under COMMENCAL® warranty, it has to be registered on our website (www.commencal.com) within 45 days after you bought it.

A bike bought at an authorized COMMENCAL® dealer can be taken under warranty with the following conditions. In order for our service to be the most efficient possible, you need to follow specific steps.

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- Contact your authorized COMMENCAL® dealer, and if possible it has to be the one who sold you the bike, to let him know of the problem encountered
 - Bring the bike, fully assembled, to your authorized COMMENCAL® dealer, so it can be checked out
 - Show your retailer the original proof of purchase. Then your retailer will have to contact COMMENCAL® customer service to have them handle the warranty, with the following items:
 - A customer service form explaining where the problem is coming from which has to be filled out with all the information on the bike. This form is available to anybody after asking for it to our customer service.
 - A copy of the original proof of purchase has to be provided
 - Pictures showing the defect as well as a picture of the BB showing the serial number.
- In addition, pictures of the complete have to be provided so we can see how the bike was assembled. A picture of the tag on the box is mandatory for problems on new bikes.

Bikes bought on our webstore can be taken under warranty with the following conditions. In order for our service to be the most efficient possible, you need to follow specific steps :

- Contact us by email at: customerservice@commencal.com,
- Send us a detailed explanation of the problem with pictures (problem, complete bike and serial number) as well as the order number of your bike.

THIRD PARTY BRANDS

If a warranty occur on the product of a third party brand, the conditions of those brands are applied. Get in touch with your COMMENCAL® distributor who will help you out.

CRASH REPLACEMENT POLICIES

At COMMENCAL® we know that buying a high-end bike is crash related. That's why our customer service has always had a crash replacement policy with the lowest price possible if the warranty claim had been denied due to "warranty exception". This policy is only good for the initial buyer.

Get in touch with your COMMENCAL® dealer for additional information.

LIMIT OF LIABILITY

The hereby warranty is quite restrictive, it is the full and final warranty for COMMENCAL® parts and frames. That is why no dealer nor third party can assume or allow, verbally or implicitly, an extension or add-on of warranty than the one from COMMENCAL®.

That's why, any obligation or coverage, provided by a third party, regarding any damages whatsoever, can be linked to COMMENCAL®.

COMMENCAL® will not be liable any material, bodily or moral damages made to the rider, the buyer or a third party, due to the use of COMMENCAL® parts or frames.

COMMENCAL® shall in no event be liable for any amount in excess of the actual

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purchase price of the bicycle nor special, incidental or consequential damages occurring in connection with the said bike. This limitation is established within the strict limits of the law applicable to the contract and business practices established by usage.

RECOMMENDATION

Riding a bike, either on the road, on trails, tracks, snow or in the city, forest, bike park, going up or down, on a 24in, 26in, 650b, 29er or a 700cc, alone, on a group ride, is a risky business. We recommend choosing products the most adapted to your type of riding and asking a competent professional. Then, you need to know that there is a lot to budget in addition, especially regarding protections that are necessary. Helmet is most important regardless of the type of riding you are doing. Other protections are available and even necessary depending on the type of riding you are doing: gloves, back protection, knee pads, elbow pads... Those goods are improving continually and allow you to push your limits. So think about yourself.

Then, it is best not to change any components of your bike. Experience showed us that a lot of riders put some components on their bike that are made for them. Those modifications can be dangerous for the rider and may reflect a change in the type of riding. In this case, it is best to switch bike.

HAVE FUN RIDING!