GENERAL WARRANTY CONDITIONS

COMMENCAL Bicycles offers a warranty for all bikes that we manufacture. If you discover any defect with your bike, contact your local authorized COMMENCAL dealer immediately. To locate your nearest dealer, check out www.commencal.com for the most up-to-date retailer list.

1. GENERAL COMMENCAL WARRANTY PROCEDURE

1) Contact your local authorized COMMENCAL retailer (where possible, contact the retailer that sold you the bike).
2) Bring your complete bike to the retailer so that it can be inspected.
3) Don't forget to present the original proof of purchase to the retailer.
4) After inspection, if it is deemed by the retailer and the COMMENCAL Warranty Service (CWS) that the frame or part needs to be returned to COMMENCAL, the following indications need to be followed (unless decided otherwise):
4a) All frame parts & accessories need to be removed from the frame, with the exception of those parts identified (if any) by the retailer and the CWS as being implicated in the frame defect.
4b) Any warranty claim for VIP frames needs to be accompanied with a photo of the complete frame build so as to verify its coherence. Failure to supply this photo will delay the resolution of said warranty claim.
4c) Dual-suspension frames need to be returned with all its components, including the rear shock.
4d) The frame needs to be clean.
4e) The warranty claim form needs to be fully completed, with the nature of the defect clearly mentioned. This warranty claim form is available to all retailers from the CWS upon demand (sav@commencal.com). A copy of the original invoice needs to included with the warranty claim.
5) COMMENCAL will repair or replace without cost, and at its discretion, the parts deemed to have a manufacturing defect.
6) Any part that is repaired or replaced under warranty will be covered by a period equal to the remaining warranty period of the original part.
7) COMMENCAL Bicycles reserves the right to either repair or replace any defective part under warranty.

2. COMMENCAL WARRANTY PERIOD

Any COMMENCAL Bicycles, Erts, La Massana, ANDORRA ("COMMENCAL") frame is covered by a 2 (two) year warranty from the original date of purchase. During this period, COMMENCAL will repair or replace, without cost and at its discretion, any COMMENCAL frame deemed to have a manufacturing defect. Any part that is repaired or replaced under warranty will be covered by a period equal to the remaining warranty period of the original part. Please note that warranty parts may be of a different colour to the original.

COMPONENTS ASSEMBLED ON COMMENCAL FRAMES ARE COVERED BY THEIR RESPECTIVE MANUFACTURERS WARRANTIES. PLEASE CONTACT YOUR LOCAL AUTHORIZED COMMENCAL RETAILER FOR MORE DETAILED INFORMATION.

All COMMENCAL branded components have a 1 (one) year warranty.

Conditions for warranty claim:

- Absence of an impact: the frame should not show any damage under normal conditions of use.
- The bicycle must be used in accordance with its instructions for use and regularly maintained by our retail network. An authorized COMMENCAL retailer must duly validate the maintenance card enclosed herewith.
- The original parts must not have been replaced.

3. VIP FRAME WARRANTY

Any naked frame (VIP frame) needs to be built up by an authorized COMMENCAL retailer. If this is not the case, any eventual warranty claim may be refused. The warranty does not cover consecutive problems due to improper assembly. COMMENCAL Bicycles reserves the right to cancel any warranty if the frame build does not respect the technical prerogatives set by themselves, or if the frame build is not coherent with regards to the type of use the frame was intended for.

4. WARRANTY EXCLUSIONS

Each COMMENCAL bicycle has been conceived for a specific use. The useful life of a bicycle depends on its construction, the materials used, its maintenance and the care taken of it. Intensive use and/or heavy loads, use during competitions or activities other than those for which the bicycle has been conceived will greatly reduce its useful life. All these conditions of use may cause random damage to the bicycles, thus resulting in the cancellation of the warranty as these kinds of use are considered abusive.

This warranty does not cover:

- Normal upkeep: cleaning, lubrifying, and inspection.
- Transport or shipment costs incurred in carrying out the warranty.
- Labour costs inherent in the maintenance, assembly or disassembly, repairs and replacement parts.
- Damage due to normal wear and tear (on tires, inner tubes, brakes, brake and gear cables, brake blocks, light bulbs, chain rings, rims, sprockets, etc), including that caused by material fatigue, is not covered by this warranty. Your local authorized COMMENCAL retailer can indicate what maintenance is required for your bicycle. To locate your nearest dealer, check out www.commencal.com for the most up-to-date retailer list.

The warranty is void if:

- The damage has been caused by a natural phenomenon.
- The bicycle has been purchased from a non-authorized retailer.
- The bicycle has not been entirely assembled by an authorized COMMENCAL retailer.
- A non-authorized retailer has repaired the bicycle.
- Its original purchaser no longer owns the bicycle.
- The instructions contained in the user's manual have not been respected.
- There is damage caused by an accident, misuse or abuse.
- The product has suffered damage for which a third party is liable or as a result of an intentional fault.
- The regular inspections recommended in the user's manual have not been done.
- Parts not supplied with the bicycle by COMMENCAL, or not provided for in the user's manual, have been used.
- The bicycle has been used for purposes other than those for which it has been conceived.
- The bicycle or the assembled components have been subjected to abuse, neglect, and abnormal and/or excessive use or have suffered an accident.
- The frame or the components of the bicycle have been altered (e.g. polished, scoured, sandpapered, cold hammered, shot blasted, pumiced, ground, metal brushed, filed, soldered, brazed, pierced, anodized or chromed, structurally or mechanically altered or added to, etc). Please note that internal corrosion of chromo-steel frames is not covered by the warranty.
- The original seatpost has been replaced.
- The frame is too big or too small for the customer.
- The bicycle has continued to be used while damaged.
- The bicycle has been used for competitions (i.e. races) or for any other commercial activity, eg bicycle rental, messenger service, or surveillance (including police surveillance) etc.
- The bicycle has undergone alterations of components or the replacement of parts by parts other than those initially installed or recommended by COMMENCAL Bicycles.
- The bicycle has been used on «extreme» trails, such as those in MTB videos, trial circuits, ramps, performing leaps or following BMX circuits, going down steps or cycling on similar terrain. The rider is taking great risks for their health and may find that the warranty has been voided. It is important to note that bends on components such as frames, forks, handlebars, seatposts, pedals, cranks and twisted spokes are clear signs of accidents or abuse.

5. REPLACEMENT POLICY FOR ACCIDENT-DAMAGED FRAMES

COMMENCAL knows that the decision to purchase a high performance bicycle is often taken with the heart. This is why our customer service has always applied a policy of low cost exchange for any claims rejected due to one of the reasons mentioned under "Warranty Exclusions". This policy only applies to the first purchaser. Contact export@commencal.com for further information.

6. LIABILITY LIMITATIONS

THIS IS THE COMPLETE, ENTIRE AND FINAL WARRANTY FOR COMMENCAL FRAMES. COMMENCAL DOES NOT ALLOW ANY OTHER PERSON, INCLUDING AUTHORIZED COMMENCAL RETAILERS AND DEALERS, TO TAKE ON OR GRANT SPECIFICALLY OR IMPLICITLY ANY SUPPLEMENTARY ADDITION TO OR EXTENSION OF THE WARRANTY SPECIFIED HEREIN. NO OTHER OBLIGATION OR LIABILITY AGREED TO BY ANYONE AND NO DEMONSTRATION OR ILLUSTRATION OF COMMENCAL FRAMES MAY BE BINDING ON COMMENCAL AND ARE EXCLUDED FROM THIS WARRANTY. COMMENCAL ACCEPTS NO LIABILITY IN CASE OF MATERIAL, PHYSICAL OR MORAL DAMAGE CAUSED TO THE USER, PURCHASER OR ANY OTHER PERSON, ARISING OUT OF THE USE OF A COMMENCAL FRAME OR ONE OF ITS COMPONENTS.

Except where an applicable law forbids it, any other warranty condition, specific or tacit, arising out of the law, established commercial customs or commercial usage, including any other warranty of merchandise value or of a specific purpose, COMMENCAL shall in no case be liable for any amount exceeding the real retail price of the bicycle or individual damage, accessory or consecutive damage arising with regard to said bicycle.

In order to exercise their rights arising out this warranty, the purchaser of a COMMENCAL frame agrees to choose as domicile the judicial district of Andorra la Vella, ANDORRA, as the proper place for the hearing of any claim or court case.

7. RECOMMANDATIONS

Cycling, in all its forms, is a sport with its risks. Whether it is on a road, a trail, a track or on snow. Be it in town, a forest, a bike park, while climbing or descending. It can be on 20”, 24”, 26” or 700 wheels, alone, with a club or as a couple.

We recommend that you start out by choosing equipment suitable for your use, and as recommended by a competent professional. Make sure that in your overall budget you take into account a certain number of essential safety items. The most important one – whatever your cycling style – is a helmet. Other protective gear is available and essential for certain practices: back protection, gloves, elbow and kneepads, etc. This gear is developing fast and will allow you to push your limits. So think and imagine a bit about the effect of a fall on your body during that gnarly descent you just love to ride. You may beat the stopwatch, you might jump higher and further, but what would happen if you miscalculated or deviated a bit too far from the perfect line?

It really is important that you don’t do whatever you feel like to your bicycle. If our warranty conditions say that the original assembly of the bicycle must not have been tampered with, it is not because we don’t support the parts & accessories market, or that we need some form of excuse to refuse a warranty claim… Our experience has shown us that too many people make irrational judgements on what components to use on their bikes, resulting in unnecessary danger for themselves. A dirt jump fork is not suitable for a Combi, and a Flame doesn’t work so well with a triple clamp 7” fork… These types

of modifications (while extreme examples) are often the sign of a change in the riders cycling habits. So change your bike!

And finally, behind all the technical terms used in this warranty charter, don't forget that there is a team of real people, who love to ride bikes, and share your riding passion. If you think that one day we haven't lived up to your expectations, that your request has been neglected, or that we just have not understood you, let us know. Dialogue between you and us is the best road to a solution.

Have a good ride!

MAINTENANCE CARD

MODEL, COLOUR, BIKE SIZE:

BOTTOM BRACKET SERIAL NUMBER:

HEADTUBE BADGE NUMBER:

PURCHASE DATE:

3 MONTHS

NAME:

DATE:

RETAILER STAMP:

6 MONTHS

NAME:

DATE:

RETAILER STAMP:

1 YEAR

NAME:

DATE:

RETAILER STAMP:

3 MONTHS

NAME:

DATE:

RETAILER STAMP: