

## **PRO – Worldwide Limited Warranty**

This warranty covers PRO branded bicycle products manufactured by or for Shimano Europe B.V., High Tech Campus 92, 5656 AG Eindhoven, the Netherlands (the "PRO Products").

### **WARRANTY PERIOD (2 YEARS)**

Shimano warrants that the PRO Products are free from defects in materials and workmanship under normal conditions and reasonable use for two years from the date of original retail purchase.

### **LIMITED LIFETIME WARRANTY (10 YEARS)**

Each product has a certain life span. For PRO branded handlebars, stems and seat posts from model year 2017 and onwards Shimano believes the reasonably expected lifetime is 10 years. Based on Shimano's high quality standards, Shimano warrants that PRO branded handlebars, stems and seat posts from model year 2017 and onwards will be free from defects in materials and workmanship under normal conditions and reasonable use for 10 years from the date of original retail purchase.

### **WARRANTY EXCLUSIONS**

This warranty does not cover:

- The PRO Product if it has been modified or repaired by a person other than an authorized PRO dealer;
- The PRO Product if it has been used for rental or commercial purposes;
- The PRO Product if PRO's mark or serial number has been defaced or removed from the PRO Product;
- Damage resulting from causes other than defects in materials and workmanship, including but not limited to accident, abuse, misuse, neglect, improper assembly, improper repair, improper maintenance, alteration, modification or other abnormal, excessive or improper use; • damage occurring during shipment of the PRO Product;
- Products that are not manufactured by or for Shimano (whether or not packaged or sold with the Shimano Product at the time of purchase); and
- Damage resulting from use of products which are defective or incompatible with the PRO Product; and
- Damage resulting from normal wear and tear, including but not limited to damage or deterioration to the surface finish, aesthetics or appearance of the PRO Product. Normal wear and tear includes any damage to or resulting from the following parts of adjustable seat posts: dust seals, bushings, down tubes, cartridges and (brass) inserts.

This warranty expressly provides for the repair or replacement of a defective PRO Product and is the sole remedy of the warranty. Any and all other remedies and damage that may

otherwise be applicable are excluded, including but not limited to, incidental and consequential damages.

#### **WARRANTY HANDLING**

To make a valid claim under this warranty, please return the PRO Product to an authorized PRO dealer, preferably the dealer it was purchased from, together with the original, dated invoice or receipt.

If, having inspected the PRO Product, Shimano accepts that the PRO Product is defective, Shimano will (in its sole discretion) either repair or replace the PRO Product without charge. If replacement is not possible Shimano may decide to provide a substitute PRO Product or a refund of the purchase price.

#### **GENERAL PROVISIONS**

This warranty applies worldwide. This warranty does not affect your statutory rights.

Shimano reserves the right to revise this limited warranty without notice.