



WARRANTY POLICY

WARRANTY TERMS AND CONDITIONS ON REPAIRS AND PAINT FINISHES

1. LIFETIME WARRANTY ON CARBON FIBRE REPAIRS

Subject to the following warranty terms and conditions, CARBON BIKE REPAIR SA (PTY) LTD warrants, from the date of invoice, to the owner that the carbon fibre repair work undertaken has a lifetime warranty, unless explicitly notified to the customer / owner, for the duration of ownership. The lifetime warranty is conditioned upon the bicycle, frame/frameset, wheel or item being operated under normal conditions and use, and properly maintained. This warranty does not apply to paint finishes or components attached to the bicycle, frame/frameset or wheel. This warranty does not transfer to subsequent owners of the bicycle.

2. ONE (1) YEAR WARRANTY ON PAINT RESTORATIONS, CUSTOM RESPRAYS OR STANDARD PAINT FINISH

Subject to the following warranty terms and conditions, CARBON BIKE REPAIR SA (PTY) LTD warrants, from the date of invoice, to the owner that the paint restoration, custom respray, or standard paint finish work undertaken has a one (1) year warranty, unless explicitly notified to the customer / owner. This warranty is conditioned upon the bicycle, frame/frameset, wheel or item being operated under normal conditions and use, and properly maintained. This warranty does not transfer to subsequent owners of this bicycle.

3. ADDITIONAL CONDITIONS

This Warranty is made on the carbon repairs and/or paint finishes purchased from CARBON BIKE REPAIR SA (PTY) LTD.

- To exercise your rights under this warranty, the bicycle, frame/frameset, wheel or item must be returned to CARBON BIKE REPAIR SA (PTY) LTD, together with a proof of purchase / receipt.
- Upon inspection, should CARBON BIKE REPAIR SA (PTY) LTD evaluate the repair or paint finish is covered by this warranty, it will be repaired, or the original cost refunded, at CARBON BIKE REPAIR SA (PTY) LTD's sole discretion, which will be conclusive and binding.
- This warranty does not include the cost of travel or shipping charges to and from CARBON BIKE REPAIR SA (PTY) LTD. Such costs, if any, shall be borne by the owner. However, if the warranty claim is approved, CARBON BIKE REPAIR SA (PTY) LTD will cover the shipment costs to return the bicycle or item back to the owner.
- This warranty does not apply to normal wear and tear, manufacturers defects, nor to claimed defects, malfunctions or failures that result from abuse, neglect, improper assembly and cleaning, improper maintenance, alteration, accident, collision, crash, misuse, or use of parts / devices not consistent with the use originally intended for the bicycle on which the repair was performed.
- This warranty will also not apply where manufacture warranties do not apply to your specific item or component.
- The repair or restoration has not been designed or engineered for use in stunt, ramp or aggressive riding, jumping, riding on severe terrain, in severe climates or with heavy loads, or any similar activities, such use will void this warranty. Any modification or tampering of the repair,

paint finish or item will also void this warranty. CARBON BIKE REPAIR SA (PTY) LTD reserves the right to withdraw any warranty deemed misused under these warranty terms and conditions.

4. SEVERENCE

All other remedies, liabilities, rights, obligations, warranties, express or implied are excluded to the maximum extent permitted by law. If any provision of this Warranty is found invalid or unenforceable by any competent authority, only that provision shall be stricken, and all others shall apply. The owner's statutory rights are not affected by this Warranty

5. LAW & JURISDICTION

This Warranty shall be governed by and construed in accordance with the laws of South Africa. Any dispute arising under this Warranty shall be subject to the exclusive jurisdiction of the courts of South Africa.

WARRANTY ON COMPONENTS OR REPLACEMENT PARTS

1. WARRANTY ON COMPONENTS OR REPLACEMENT PARTS

Components or replacement parts purchased from CARBON BIKE REPAIR SA (PTY) LTD are covered by the individual Manufacturer Warranty Policy. Every Manufacturer has different Warranty Policies & Periods, depending on the brand and model.

2. GUIDELINES

If you have an item that you purchased from CARBON BIKE REPAIR SA (PTY) LTD that is damaged, and you believe it should be covered by the Manufacturer's Warranty, please follow these guidelines:

- In order to exercise your rights under, the replacement item or component must be presented to CARBON BIKE REPAIR SA (PTY) LTD, together with a proof of purchase.
- In almost all instances, the warranty does not include the cost of travel or shipping charges to and from CARBON BIKE REPAIR SA (PTY) LTD or the Manufacturer. Such costs, if any, shall be borne by the owner. However, if the warranty claim is approved, CARBON BIKE REPAIR SA (PTY) LTD will cover the shipment costs to return the item back to you within the Republic of South Africa.
- Each Manufacturer has different Warranty Policies, Periods and Procedures. CARBON BIKE REPAIR SA (PTY) LTD will reply to your initial notification and will work with you and the Manufacturer to resolve the issue in a timely manner.
- The evaluation of the warranty is at the sole discretion of the Manufacturer.
- Manufacturer's Warranties only cover Manufacturers Defects. Warranties do not apply to normal wear and tear, nor to claimed defects, malfunctions or failures that result from abuse, neglect, improper assembly and cleaning, improper maintenance, alteration, accident, collision, crash, or misuse.
- Should the Manufacturer evaluate the component, part or item to be covered by their warranty and depending on the situation, CARBON BIKE REPAIR SA (PTY) LTD can repair, replace or refund the item.