

PACIFIC CYCLE PARTS AND ACCESSORIES LIMITED WARRANTY

This item is warranted against defective materials and workmanship for a period of 1-year from the date of purchase by the initial consumer purchaser, subject to the Terms and Conditions of the warranty listed below.

How to Initiate a Warranty Claim

If failure of any part should occur due to faulty materials or workmanship during the warranty period, your sole and exclusive remedy under this limited warranty is limited to repair or replacement of the affected part(s) as determined by Pacific Cycle in its sole discretion. Parts are subject to change based on availability.

Claims for significant shipping damage or missing parts must be made within 30 days of the date of purchase.

To proceed with a warranty claim, complete the Contact Us form on the website listed on the package or manual or call 800-626-2811 to speak with a Consumer Care representative.

For your submission to be considered, it must include the item's model number, date code or serial number (if applicable), and purchase information. Without this information, the claim will be denied. Photos or video of the affected item(s) and a purchase receipt may be requested to complete the claim.

Conditions of Warranty

1. This warranty is non-transferrable, and coverage is voided for the purchase of secondhand items.
2. Limitations and fees may be imposed for warranty claims initiated from outside of the country where the bicycle was originally purchased.
3. This warranty does not cover normal wear and tear, improper assembly or maintenance, or installation of parts or accessories not originally intended or compatible with the bicycle as sold. The warranty does not apply to breakage, damage or failure due to accident, abuse, misuse, neglect, theft, or failing to follow the instructions and warnings in the owner's manual. This warranty does not apply to damage due to installation of any kind of unauthorized power plant or internal combustion engine, modification or alteration of the brakes, drive train, or frame in any way.
4. It is the responsibility of the individual consumer purchaser to assure that all parts included in the factory-sealed carton are properly installed, all functional parts are initially assembled and adjusted properly, and subsequent normal maintenance services and adjustments are properly made. This warranty does not apply to damage due to improper assembly and installation of parts.
5. Any other warranty claims not included in this statement are void. Reimbursement for costs associated with installation, assembly, disassembly, and return shipping are not covered by this Limited Warranty.