

WARRANTY POLICY

WARRANTY DECLARATION

Shimano warrants to the original retail purchaser that the Shimano bicycle division product for which they received this warranty, is free from non-conformities in material and workmanship.

Shimano Alivio, Acera, Sora, 2200 components and Shimano footwear products are warranted for a period of one year.

Shimano Ultegra, 105, Tiagra, Saint, XT, Hone, LX and Deore components are warranted for a period of two years and

Shimano Dura-Ace and XTR components are warranted for a period of three years.

3-2-1 WARRANTY DECLARATION

(Only for products sold by SHIMANO's Distribution and Service & Maintenance Center)

3-year warranty	2-year warranty	1-year warranty
1. Dura-Ace 2. XTR	1. Ultegra, 105, Tiagra 2. Saint, XT, Hone, LX, Deore	1. Sora, 2200 2. Alivio, Acera, Altus 3. Footwear

Notes: SHIMANO's fashion apparel such as cycling wear is not in the Warranty Scope.

Customers are required to contact directly with the dealers for making any warranty claims and warranty card (customer copy) must be produced. When servicing Shimano bicycle components that is out of its warrant period, dealers will charge for parts, manpower hours and freight cost.

LAMINATIONS OF IMPLIED WARRANTIES

The duration of any implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise, on this product shall be limited to the duration of the express warranty set forth above. In no event shall SHIMANO be liable for any loss, inconvenience or damage, whether direct, incidental, consequential, or otherwise resulting from breach of any express or implied warranty or condition, or merchantability, fitness for a particular purpose, otherwise with respect to this product except as set forth herein.

LIMITS OF THE WARRANTY

Shimano's sole obligation under this warranty is to repair or replace the Product, at SHIMANO's option.

WARRANTY EXPLANATION

This warranty in no way replaces or is an extension of a complete bicycle manufacturer's warranty. Retailers and wholesale outlets for SHIMANO's products are not authorized to modify this warranty in any way.

It is the consumer's responsibility to regularly examine the product to determine the need for normal service or replacement.

This warranty does not cover the following:

1. Shimano products that have been modified, neglected or poorly maintained, used in competition or for commercial purposes, misused or abused or involved in accidents.
2. Damage occurring during shipment of the products. (such claims must be presented directly to the carrier)
3. Damage to products resulting from improper assembly, repair and poor maintenance.
4. Damage resulting from cause other than defects in material and workmanship, including but limited to lack of technical skills, competences, or experience of user.
5. Damage or deterioration to the surface finish, aesthetics or appearance of the products.
6. The warranty stickers has been removed from the product.
7. The labour required to remove and re-fit and re-adjust the product within the bicycle assembly.
8. Incomplete part.
9. Normal wear and tear to the product.