

WARRANTY ALERT

• • • • • **MAKING A CLAIM** • • • • •

CONSUMER HAS A PROBLEM

Your customer can contact Shimano American Corporation

...OR...

You may choose to handle the claim for your customer.

SHIMANO AMERICAN CORPORATION

Send product using an insured traceable carrier, and include a receipt and a description of the problem

DEALER

According to claim, send part thru any of these channels

OEM

Bike OEM's are ready to support the complete bicycle. The OEM should always be contacted when shipping damage is suspected.

DISTRIBUTOR

You can always contact the company that sold you the product.

SHIMANO AMERICAN CORPORATION

If returning a part to Shimano, make sure that you have complete information about the product including problem and date of purchase; include a receipt and a description of the problem. Contact Shimano for a Return Authorization Number. Remember that in cases of suspected shipping damage, the OEM needs to know about the problem.

Note: Footwear and Pro warranty claims must go to Shimano American Corporation or your footwear rep.

COMMERCIAL USE OF PRODUCTS MAY VOID WARRANTY

Shimano products are designed for recreational consumer use, not for commercial purposes. Commercial use of our products, therefore, may void the warranty. The use of the PD-M323 is a good example. A lot of health clubs are using the dual-sided pedal on their indoor stationary bikes. These bikes are sometimes ridden eight hours a day, seven days a week. The point is, the pedal can certainly be sold for commercial purposes, but if something goes wrong, it may not be covered under the two-year warranty.

RETURNING NON-CONFORMING COMPONENTS

If you have a component that needs to be returned for possible warranty replacement, be sure to send the broken portion of the component only. For example, with shift levers, remove the shifter pod from the brake lever and send only the shifting mechanism. Crank arms are another example. If the right side crank arm has a problem, be sure to remove the chainrings before shipping. The only exception to this general rule is with shoes and pedals...always return the complete pair. Following these guidelines will expedite your warranty replacement.

3-2-1 WARRANTY

3

Full Years on all Dura-Ace® and Shimano XTR® Components

2

Full Years on all other Shimano® Components

1

Full Year on all footwear, Pro, clothing and wheels