

SHIMANO

CONSUMER WARRANTY PROCESS

Warranty claim form for **U.S. Customers ONLY**. All other countries please contact your local SHIMANO sales office for warranty info.

SHIMANO, PEARL iZUMi, PRO Bikegear and Lazer product all have various warranty periods. Please refer to bike.shimano.com or the respective brand's website for more details.

The quickest process is to work directly with your local SHIMANO dealer. SHIMANO dealers have access to an expedited warranty evaluation process which could provide you with a replacement significantly quicker than submitting the item directly to SHIMANO.

Instructions (via SHIMANO dealer)

1. Visit the SHIMANO Dealer locator at <http://map.shimano.com/dealers/map/na-cycle>.
2. Visit dealer to present the product and a copy of the original dated purchase receipt.
3. Have the dealer call 1-800-423-2420 to begin the expedited warranty process.

Instructions (via SHIMANO direct)

1. Complete form and include with the item.
2. Include a **COPY** of the original dated purchase receipt.
3. Ship the item via an **INSURED, TRACEABLE** carrier to:
SHIMANO North America Bike
Attn: Warranty
1 Holland Drive
Irvine, CA 92618

Please note the following when returning an items to SHIMANO:

- Always return both pedals when returning pedals
- Always return both shoes when returning shoes
 - Remove cleats and insoles
- All items should be clean enough to ensure thorough inspection; excessively dirty items will be returned.
- Items that are missing parts or disassembled and that can not be thoroughly inspected will be returned.

SHIMANO

CONSUMER WARRANTY CLAIM FORM

COMPLETE THIS FORM AND INCLUDE WITH ITEM

Customer information:

Name: _____ Phone: (____) ____ - ____

Address (No P.O. BOX addresses allowed): _____

City: _____ State: ____ Zip: _____ Email Address: _____

Product Information:

Item Number: _____ Size/Length: _____

Month/Year Purchased: ____/____ Reason for Evaluation: _____

- **Warranty replacement or returns will be shipped to the address above.**
- **Processing time is approximately 3-5 business days upon receipt.**
- **Clothing MUST be in clean and washed condition when returned for warranty consideration.**

FOOTWEAR: When returning footwear please brush off any dirt and sponge clean. Footwear not clean enough to work on will be returned to you. Please **REMOVE INSOLES** and **CLEATS**. We understand that this may be inconvenient, but we want to ensure the health and welfare of our Warranty Department staff.

X _____

(Customer Signature)

(Date)