

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

COVID-19 UPDATE
We can no longer accept items at any SHIMANO office. All items must be shipped to us.

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: _____

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

City: _____ State: _____ Zip: _____

Phone: (_____) _____ - _____ Email address: _____

Product Information:

Product Description: _____ Month/Year Purchased: _____ / _____

Reason for warranty evaluation: _____

Warranty replacements or returns will be shipped to the above address. The warranty processing time is approximately 3-5 business days upon receipt. Please allow 15 business days from the date you returned the product to receive a replacement.

X _____

(Customer Signature)

(Date)