



## PINARELLO LIMITED WARRANTY

### **A FOREWORD: Useful Life Cycle of Products and Intended Use**

All parts of a bicycle (frame, wheels, cranks, handlebar, derailleurs, tires etc) have a useful life cycle, that depends on many factors such as technology, construction and materials used, rider's weight and power, care/maintenance, how much, where and how they are used, use of aggressive cleaners, any event affecting the structural integrity of the products like impacts, falls etc.

Components are subject to normal wear, to surface wear, but also to a form of wear called material fatigue□, consisting in the progressive separation of the molecular structure, which is initially an almost invisible micro-fracture, but then grows with time, weakening the component to the point of sudden failure, when the crack is big enough. "Fatigue" is initially difficult to see, therefore more insidious; in order to reduce the risk of an accident, it is necessary to monitor wear and recognize any early signs of fatigue before they could cause a sudden failure.

For a safer ride, we recommend to have a qualified mechanic frequently inspect all parts of the bicycle for wear, cracks, micro-fractures, corrosion, deformation, dents, paint damage and any other indicator of problems before they could cause product failure. Visual enhancers like penetrating fluids are recommended as certain signs are not easily seen with the naked eye.

Any product that is worn out, has lost its structural integrity or shows any sign of fatigue or damage must be replaced immediately, to reduce the possibility of an accident that could cause serious injuries.

INTENDED USE. This product has been designed solely for road or track use on smooth surfaces. There are risks inherent in bike riding and factors such as poor maintenance, lack of frequent inspections, poor visibility, darkness or rain greatly increase these risks. Proper maintenance, frequent inspections, using a helmet, high-visibility bike wear, bike lights, rear view mirrors, ringers and riding conservatively help reduce, but cannot completely eliminate, such risks.

### **LIMITED WARRANTY: THREE YEARS / TWO YEARS**

Cicli Pinarello guarantees its frames, if purchased from authorized Pinarello dealers, to be free from manufacturing or material defects for:

**Three years** from the date of retail purchase if you register the frame, within ten days from purchase, on the [www.pinarello.com](http://www.pinarello.com) website

**Two years** if you do not register the frame within ten days after retail purchase or if you register a frame received as replacement.

Cicli Pinarello guarantees its components (Pinarello, Most), if purchased from authorized Pinarello dealers, to be free from manufacturing or material defects for two years from the date of purchase.



If a frame or part is found by Pinarello to be defective within the terms of this warranty, it will be repaired or replaced, at the option of Pinarello, free of charge. If the original product is not available any longer, it will be replaced with an equivalent product of similar value.

Parts made by other manufacturers will be covered by the warranties of the respective manufacturers, please address your claim to them. This warranty does not cover:

1. products without a legitimate dated proof of purchase
2. products not purchased through an authorized Pinarello dealer
3. products whose identification markings have been removed, altered, effaced or made unreadable
4. normal wear (including fatigue) and tear
5. damage caused by abuse or misuse, improper assembly (for example improper tightening torques), improper or insufficient maintenance, accidents, impacts, corrosion, aggressive cleaners, use with non compatible components, improper repairs, and more generally anything which is not a material or manufacturing defect.
6. products which reached the natural end of their useful life cycle
7. UV rays effects (colors fading, turning yellow)
8. the effects of saline environment
9. re-painted products (also partially)
10. products used commercially
11. products modified in any way
12. shipping damage (the forwarder is responsible)
13. cosmetic blemishes which were apparent or discoverable at the time of purchase of the product
14. workmanship for replacement or changeover

This warranty is valid only with the original owner and is not transferable. This warranty is expressly limited to the repair or replacement of a defective item and is the sole remedy of the warranty.

Please note that in addition to this policy you may have specific legal rights granted by the national or state laws of the country where the product was sold. If any part of this warranty is void due to the above national laws, the rest will remain valid.

Cicli Pinarello is not responsible for incidental or consequential damages. Some States do not allow this exclusion of incidental or consequential damages, so this exclusion may not apply to you.

This one is the only conventional warranty offered for the product you purchased. Any additional clause, extension or implied warranty is specifically excluded.

When a product is repaired or replaced free of charge under warranty coverage, the replaced product is covered by a renewed warranty.



Moreover, when a product is replaced under warranty, the original product becomes property of Pinarello. Any disputes arising out of this Agreement or regarding the use of this product will be governed by the laws of the country of Italy and will be decided by the Court of Treviso, Italy.

#### **CLAIM PROCEDURE:**

To make a warranty claim you need to return the product to the same authorized Pinarello dealer you purchased it from. Please note that if the product was purchased in another country, you have to return it to the authorized Pinarello dealer of that country. We recommend, for the additional safety of better assembly and control, to be sure about originality, but also for the after-sales service, to purchase from your local Pinarello authorized dealer.

The product should be returned clean (if returned dirty will be kept at your disposal for ten days and then destroyed) together with:

1. your name, address, phone numbers and e-mail (as provided when the bike was registered in our website, if registered)
2. a dated invoice or receipt for proof of date and place of retail purchase
3. a detailed description of the problem experienced (we suggest to use some adhesive tape to help us identify the exact position of the problem)
4. a list of the components used in conjunction with the claimed product
5. a specific request if you want that after the handling of the claim any sensitive personal data is not preserved for future reference.
6. a declaration on how to treat the product if found not-warrantable; without a specific declaration the product will be kept at your disposal for 10 days and then destroyed

#### **CRASH REPLACEMENT PROGRAM**

If you buy a frame from an authorized Pinarello dealer, and register the frame on the [www.pinarello.com](http://www.pinarello.com) website within ten days from purchase, correctly filling out all mandatory fields, you are automatically enrolled in the "crash replacement" program.

This program offers you the possibility to buy, from the same dealer of the original purchase, a new frame at a discounted price, if the original frame is accidentally damaged beyond repair, during the warranty period.

The discount is offered in part by Pinarello, in part by the dealer.

To know more please contact your authorized Pinarello dealer.

The new frame can be equivalent or lower in value than the original frame.



## **PROCEDURE**

You will notify to the dealer in your country the accident to the frame (specifying serial number) and your desire to replace the damaged frame with a new one at a discounted price; then you will contact the original dealer to order the new frame, supplying:

1. the original proof of purchase and the contact information as you left it in the website when registering the frame
2. jpg images of the entire bike after the accident, and close-up images of the damaged portion
3. copy of any accident report to the authorities
4. the damaged frame, which will become property of Pinarello in exchange for granting the discount on the new frame.

## **RIGHT TO MODIFY**

Pinarello reserves the right to cancel or modify this policy at any time without prior notice.