

## **SPECIALIZED WARRANTY CONDITIONS**

- Terms of Warranty

### **SPECIALIZED Accessories (including Specialized Roval Wheels):**

On any material and faulty workmanship **2 years** from date of purchase.

In the case that a country (state) imposes other guarantee conditions by law, Specialized will assume those.

Further, for Roval wheels: **1 year** warranty applies to all wearing parts

### **SPECIALIZED Wheels, Forks and Shocks:**

**5 years** warranty from date of purchase on any material and manufacturing defects, only if the product has been maintained as described in the Owners manuals.

**Specialized shocks and forks as well as Specialized Roval wheels– just as any other Specialized products - must be sent via authorized Specialized dealers to Specialized Europe B.V. for repair or warranty replacement using the common procedure. Fork legs that have been taken apart, are incomplete, deformed or otherwise unsuitable for overhaul cannot be exchanged.**

### **SPECIALIZED Frame:**

On any material and manufacturing defects 5 years from date of purchase, subject to use as intended and regular maintenance.

These provisions always apply to any case of warranty:

- The warranty for manufacturing defects and faulty material applies to the first owner. The warranty term begins with the purchase of the product by the end customer; it can be used only on presentation of the original receipt of purchase.
- For paint and decals a warranty of 2 years is granted.
- The warranty claim forfeits in the cases of:
  - Misuse/abuse of the product
  - Use of the product for other purposes than intended
  - Non-compliance with the operating instructions (e.g. failure to perform the required regular maintenance by a Specialized dealer)
  - Neglect and/or wrong maintenance
  - Damage from accidents or falls
  - Alterations of the product or the specifications (paintwork, changes of the geometry, inadmissible add-on parts...)
  - Repairs by not authorised dealers
- The guarantee does not apply to wearing parts and their expected wear and tear, such as chains, gear wheels, tires, saddles, pedals, dropouts, handles, bearings, handlebars...  
(Exception: Roval wheels).

### **Components by other manufacturers:**

For components made by other manufacturers the warranty conditions of the respective manufacturer ALWAYS apply. Warranty cases concerning such components must be handled with the Service Centres of the respective manufacturers.

**Helmet crash replacement Policy**

If a helmet is damaged during a crash within 2 years after the purchase date, the Specialized dealer will replace this helmet for 50% of the original purchase price. Therefore, the dealer needs an original proof of purchase and the damaged helmet.