

# WARRANTY

**THE QUALITY AND RELIABILITY OF COMMENCAL® BIKES AND OUR RIDE ALPHA® COMPONENTS ARE OUR PRIORITY WHICH IS WHY WE HAVE COMPLETE CONFIDENCE IN OUR PRODUCTS. FOR THIS REASON, WE OFFER A MANUFACTURER'S WARRANTY THAT GOES WELL BEYOND LEGAL OBLIGATIONS.**

## DURATION

From 1st January 2019, COMMENCAL® undertakes to guarantee its products in the case of manufacturing or material defects for the following time periods:

- All adult DH bikes (SUPREME DH and FURIOUS/FRS) for a period of two years (2 years),
- All other bikes across the range for five years (5 years),
- For full-suspension bikes, the chain stays are guaranteed of two years (2 years),
- For full-suspension bikes, the contact system is guaranteed for two years (2 years),
- COMMENCAL® and RIDE ALPHA® components are guaranteed for two years (2 years),
- Finishes such as paints, stickers and other decorations are guaranteed against manufacturing defects for a period of six months (6 months).

Supreme range bikes sold before January 1, 2019 have a five-year (5-year) warranty.

The guarantee takes effect from the date of purchase, the date stated on the purchase invoice being taken as proof.

## CONDITIONS FOR APPLICATION OF THE COMMENCAL® WARRANTY

During the warranty period we undertake to replace, at our expense and at our discretion, COMMENCAL® and RIDE ALPHA® frames and parts that are defective in workmanship or materials. The defect must be validated by our customer service team. They will be solely responsible for the decision regarding the implementation of a guarantee.

## THE WARRANTY IS ONLY APPLICABLE

- To bikes purchased from one of our authorised dealers or on our COMMENCAL® website,
- To the first owner of the bike. The guarantee is not transferred to the following buyers after resale,
- Strictly in the case of normal use of the bike.

## MAXIMUM RIDER WEIGHT

Fully equipped:

- Adult bike = 120 kg
- Children's bikes: 12" - 16" = 30kg  
20" - 24" = 45kg
- Junior child's bike = 65kg.

The life of a bike will vary according to its construction and the materials used. The following factors will also affect its life span - frequency of use, aggressiveness of riding, the level of maintenance performed etc.

The guarantee is not an all-risk insurance and therefore it does not apply:

- If damage was caused during the transport of the bike between our warehouse and your home (the damage must be reported to the carrier in writing),
- If damage is caused by normal wear including fatigue of materials over time,
- If the bike is misused beyond the framework of correct usage provided by COMMENCAL®.
- If there has been inadequate maintenance or negligence on the part of the owner,
- If parts are worn, such as derailleur hangers for example,
- The frame has deformed, a sign of an excessive load,
- In the event of an accident (fall, collision etc.),
- If the bike is no longer suited to your body shape,
- If the bike has been continually used whilst it was already damaged,
- If the bike has suffered damage resulting from an intentional fault or the liability of a third party,
- In the case of internal corrosion of Chromo steel frames,
- In the event of impacts suffered from external elements (natural disaster, fire, humidity etc.),
- If used in non-compliance with safety standards,
- In the case of modification to the product (painting or polishing of the frame),
- In the case of modification made to any components on the bike which result in a change to its geometry or function (maximum height of fork not respected, change in dimensions of the shock etc.).

## NORMAL WEAR & TEAR

Normal wear and tear is defined as damage that occurs naturally and inevitably as a result of the normal use of a bike. For example, your cassette and chain will wear out eventually, even if they are properly maintained they will need to be replaced one day. The same goes for scratches and other potential damage to a bike's paint or graphics that can result from normal use and exposure to the elements. Over time, your bike may also develop creaking or other noises during use, which usually means it needs some maintenance. Items subject to normal wear and tear are not covered by this warranty.

Below is a non-exhaustive list of products that are subject to normal wear and tear and therefore not covered by the warranty:

- Frame bearings (covered by a six month warranty)
- Freehub body (covered by a six month warranty)
- Paint and graphics (covered by a six month warranty)
- Brake pads
- Handlebar grips
- Brake housing and cables, derailleur, seat post
- Spokes/spoke nipples
- Worn axles/threads
- Tyres
- Brake discs



# WARRANTY

If you have the slightest doubt with regards to a specific part, please contact our customer service department. We will be happy to find the best solution to your problem!

## **SPECIAL WARRANTY FOR FRAME-ONLY PURCHASES AND ALC BUILDS**

Frame-only purchases or frames purchased as part of the ALC Program must be assembled in a logical manner otherwise the warranty may be refused. Indeed, it will not cover problems resulting from a bad assembly of the bike or if the assembly is inconsistent with the practice for which the frame was designed.

If a product is warranted under the strict terms of this document, we will repair or replace at our expense and discretion, COMMENCAL® and/or RIDE ALPHA® frames and parts. The frames or parts in question will be replaced by an identical or corresponding frame or part. We are committed to providing spare parts specific to our frames for a period of three years (3 years) from the date of manufacture of the bike. We cannot guarantee the constant supply of some pieces in their original colours but we will find an aesthetically acceptable solution.

Replacing a part does not suspend or renew the original warranty period. All parts repaired or replaced will benefit from the current warranty period starting from the original date of purchase.

## **IMPLEMENTATION OF THE COMMENCAL® GUARANTEE WARRANTY ON A COMMENCAL® FRAME OR RIDE ALPHA® COMPONENT.**

We like to take care of our customers directly and therefore we want to deal directly with all requests. The easiest way to contact us is to complete the form that you will find online:

- After-sales service form

<https://www.commencal-store.co.za/PBCPPlayer.asp?ID=2028518>

This form must be completed and validated after attaching:

- A copy of the original invoice or the order number,
- One or more photos of the complete bike,
- One or more photos of the issue,
- One or more photos of the serial number, engraved underneath the bottom bracket.

For a concern on a new bike, please provide some photos showing the general condition of the box and a photo showing the production label on the box.

For any other questions or more info please contact us by email: [customerservice@commencal-store.com.au](mailto:customerservice@commencal-store.com.au) .

## **THIRD PARTY BRANDS**

In the event of a warranty claim on third party products, the terms of those brands come into effect. Each brand assumes the service in the different countries that it is distributed but this service is often reserved for professionals. We will gladly act as an intermediary between the owner and the technical service of the brand. Contact us: [customerservice@commencal-store.com.au](mailto:customerservice@commencal-store.com.au) .

## **ACCIDENT EXCHANGE POLICY**

Our customer service department applies a low-cost exchange policy in cases where warranty claims have been denied under "warranty exclusions". Contact us: [customerservice@commencal-store.com.au](mailto:customerservice@commencal-store.com.au) .

## **LIMITATIONS OF RESPONSIBILITIES**

This warranty is restrictively defined here as the complete and final warranty of COMMENCAL® frames and components. As a result, no retailer or other third party is authorised to expressly or implicitly assume or grant any extension of the warranty or additional warranty to that defined in these COMMENCAL® warranty conditions.

As a result, any other obligation or cover for any prejudice granted by a third party does not in any way bind COMMENCAL®.

COMMENCAL® will not repair any material damage, personal or emotional injury to the user, the owner or any other person resulting from the use of any frame or component of the COMMENCAL® or RIDE ALPHA® brands.

COMMENCAL® will not be liable for any amount exceeding the actual purchase price of the bike or for any special, incidental or consequential damages arising in connection with said bike. This limitation is established within the strict limits of the law applicable to the contract and commercial habits established by the use.

## **RECOMMENDATIONS**

Cycling, whether on a road, path, track, on snow, in the city, or a forest, in a bike park, uphill, downhill, with 12/14/16/20/24/26/27.5/29-inch or 700c wheels, alone, in pairs or in a club, is a risky sport. We therefore recommend that you first choose the appropriate equipment for your practice by consulting our customer service team. Also, be aware that within your budget, you must take into account the purchasing of a number of essential safety items. The most important is obviously a helmet whatever the practice. Other protection is available and essential for certain practices. For example; gloves, back protection, knee pads, elbow pads etc. The equipment evolves quickly and allows you to push your limits. Think of yourself and keep safe.

HAVE A GOOD RIDE!





## To contact us

Phone: +27 76 582 1413

Website : <https://www.commenal-store.co.za/>

Information : [store@commenal-store.co.za](mailto:store@commenal-store.co.za)

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## Customer Service

COMMENCAL South Africa

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