

# SPECIALIZED WARRANTY POLICY

## ENGLISH -GLOBAL (Additional languages at [www.specialized.com](http://www.specialized.com).)



Limited Warranty (applicable for product purchased after 1 July 2018)

This Limited Warranty ("Warranty") is a voluntary manufacturer's warranty by Specialized Bicycle Components, Inc., a Specialized-owned entity in your market or a third-party distributor of Specialized-branded products, as applicable (collectively, "Specialized"). This Warranty applies to the products listed below, purchased after 1 July 2018 (the "Product(s)") and is provided at no extra charge. Your rights under this Warranty are in addition to and separate from your legal rights as a purchaser of the Product which may vary by country, state, or region. This Warranty does not affect these rights.

Before your first ride, please read the manual(s) provided with each Product. They contain important safety information and information about assembly, use, and maintenance. Specialized also recommends registering your Specialized bicycle upon purchase at [www.specialized.com](http://www.specialized.com). While registration is not required to take advantage of this Warranty, it will allow Specialized to provide you with better service in the future.

### What is covered under this Warranty?

As explained in more detail below, Specialized warrants the Products for a limited time from the date of original retail purchase against defects in materials and workmanship when used normally in accordance with Specialized's published guidelines. The guidelines include, but are not limited to, information contained in technical specifications, user manuals and service communications. "Original retail purchase" means the Product was purchased new for the first time from an Authorized Specialized Retailer or directly from Specialized. Partial warranty coverage can be transferred to subsequent owners, as detailed below.

### What Products are covered under this Warranty and for how long?

If you are the original retail purchaser, the following applies:

- **Lifetime Warranty on Specialized-branded frames and framesets:** Specialized warrants the structural integrity of the frame or frameset to the original retail purchaser for as long as the original retail purchaser owns the Product. Paint and graphics are not included in this definition. Frameset means a Specialized-branded frame equipped with a Specialized branded rigid fork. Suspension forks and suspension parts are not included in the definition of frame or frameset. Frame includes seat stays and chain stays on both rigid and full suspension models.
- **Specialized-branded components, equipment, shoes, helmets, and paint and graphics on Specialized-branded frames and framesets:** 2-year Warranty from the date of original retail purchase. This includes, for example, co-branded suspension parts such as BRAIN equipped forks and shocks, and motors and other drive system components on electric bicycles.
- **Specialized-branded batteries equipped on electric bicycles:** 2-year Warranty from the date of original retail purchase or up to 300 charging cycles, whichever occurs first. The batteries are designed to retain up to 75% of their original capacity during that time.
- **Lifetime Warranty on Roval-branded wheels:** Specialized warrants Roval-branded wheels to the original retail purchaser for as long as the original retail purchaser owns the Product.
- **Specialized-branded apparel and items not otherwise specifically covered:** 1-year Warranty from the date of original retail purchase.

If you are a subsequent owner, meaning you are the second or later owner, and not the original retail purchaser, the following applies:

- **2-year Warranty from the date of original retail purchase for the following Specialized-branded Products:** frames and framesets, including paint and graphics, components, equipment, shoes, helmets, and Roval wheels. This also includes co-branded suspension parts such as BRAIN equipped forks and shocks, and motors and other drive system components on electric bicycles.
- **Specialized-branded batteries equipped on electric bicycles:** 2-year Warranty from the date of original retail purchase or up to 300 charging cycles, whichever occurs first. The batteries are designed to retain up to 75% of their original capacity during that time.
- **Specialized-branded apparel and items not otherwise specifically covered:** 1-year Warranty from the date of original retail purchase.

### I purchased a complete bicycle; are third-party components on Specialized-branded bicycles covered under this Warranty?

There may be an applicable warranty from the third-party manufacturer for non-Specialized components, such as drivetrain, brakes, or suspension parts. Warranty information for third-party components should have been included with the purchase of your bicycle. Third-party components are not covered by this Warranty. Your Authorized Specialized Retailer will be able to provide you with more information.

### I am a subsequent owner; do I still need proof of original retail purchase?

Yes. The warranty period is always calculated from the date of original retail purchase and Specialized needs to be able to determine when and where the Product was purchased originally. Proof of purchase should be obtained from the original owner or the Authorized Specialized Retailer who sold the Product.

### What are the Terms of this Warranty?

To take advantage of this Warranty, a dated proof of original retail purchase must be presented to Specialized on the same continent (North America, South America, Europe, Asia, Africa, Australia) where the Product was purchased. Proof of original retail purchase is needed whether you are the original retail purchaser or subsequent owner. In all events, Specialized reserves the right to limit warranty service to the country where the Product was purchased. During the duration of the Warranty, Specialized will either repair the Product or, at Specialized's option, replace it with the same or most similar Product then available. That is because we do not keep inventory forever, so we may not have the exact replacement part or exact color available. If the Product is replaced, it needs to be returned to Specialized before the replacement is provided unless otherwise agreed to by Specialized in writing. You will not be charged for shipping the Product to Specialized or receiving any replacement product, or for labor charges incurred in processing the Warranty.

### What is not covered by this Warranty?

This Warranty is void under the following circumstances and does not apply to damage caused by:

- Improper assembly or installation.
- Crash, neglect, improper repair, improper maintenance, or other abnormal, excessive, or improper use.
- Corrosion.
- Improper alteration or installation of components, parts or accessories not originally intended for or compatible with the Product.
- Failure to perform maintenance or service at appropriate intervals in accordance with the written instructions provided with the Product.

### What is Wear and Tear and is it covered under this Warranty?

Wear and tear refers to damage that naturally and inevitably occurs as a result of normal riding. For example, your cassette and chain will, even if properly maintained, eventually wear out requiring replacement. The same applies to scratches and other potential damage to the paint or graphics of your bicycle that can result from normal use and exposure to the elements. Your bicycle may over time also develop minor creaks or other noises while riding which usually means it requires maintenance. Wear and tear items are not covered by this Warranty. The following is a non-exhaustive list of other typical wear and tear items not covered by this Warranty:

- |                 |                               |                                      |                                   |                          |                          |
|-----------------|-------------------------------|--------------------------------------|-----------------------------------|--------------------------|--------------------------|
| • Aero bar pads | • Free hub bodies & pawls     | • Helmet straps                      | • Saddle cover                    | • Sprockets              | • Tools                  |
| • Bearings      | • Handlebar grips & grip tape | • Mouth port & hydration accessories | • Shifter, brake cables & casings | • Stripped threads/bolts | • Transmission gears     |
| • Brake pads    | • Helmet foam pads            | • Rubber moving parts                | • Spokes                          | • Tires                  | • Wheel braking surfaces |

### How do I start the Warranty process?

The first step is to visit your nearest Authorized Specialized Retailer. Your retailer will inspect the Product and contact Specialized for next steps. Contact information for your nearest Authorized Specialized Retailer can be found on [www.specialized.com](http://www.specialized.com).

### What are my options if the damage is not covered by this Warranty?

As riders we understand accidents happen. Even if the damage is not covered by this Warranty, there may be a program available in your local market to purchase a new replacement Product at a reduced price. You should inquire with your Authorized Specialized Retailer and/or with Specialized directly whether such program is in place and whether you are eligible.

### DISCLAIMER OF IMPLIED WARRANTIES

THIS IS A FULL AND COMPLETE STATEMENT OF SPECIALIZED'S WARRANTY FOR THE PRODUCT. NO OTHER REPRESENTATION OF ANY KIND BY ANYONE SHALL CREATE ANY WARRANTY REGARDING THE PRODUCT. SPECIALIZED'S LIABILITY UNDER THIS WARRANTY SHALL TO THE FULLEST EXTENT PERMITTED BY LAW BE NO GREATER THAN THE AMOUNT OF THE ORIGINAL PURCHASE PRICE AND IN NO EVENT SHALL SPECIALIZED BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES. THIS LIMITATION DOES NOT EXCLUDE LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY SPECIALIZED'S NEGLIGENCE. Some states, provinces, or countries do not allow the exclusion or limitation of incidental or consequential damages or warranties, so the above limitations or exclusions may not apply. If it is determined by a court of competent jurisdiction that a certain provision of this Warranty does not apply, all other provisions shall remain in full force and effect.

For questions concerning warranty, contact your Authorized Specialized Retailer or Specialized. You can find up-to-date contact information for your market at [www.specialized.com](http://www.specialized.com).

### SPECIALIZED BICYCLE COMPONENTS

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