

BIKE WARRANTY:

WARRANTY

This Warranty extends only to the original retail purchaser, who must produce proof of purchase in order to validate any claim. This warranty is not transferable to anyone else.

What does this Warranty cover? This Limited Warranty covers all parts of the bicycle to be free of defects in workmanship and materials.

What must you do to keep the Warranty in effect? This Warranty is effective only if:

- The bicycle is completely and correctly assembled.
- The bicycle is used under normal conditions for its intended purpose, by a person that properly fits and is capable of controlling the bicycle.
- The bicycle receives all necessary maintenance and adjustments.

What is not covered by this Warranty? This warranty does not include labour and transportation charges. The bicycle is designed for general transportation and recreational use only. This Warranty does not cover normal wear and tear, paint, rust, normal maintenance items, personal injury, or any damage, failure, or loss that is caused by accident, improper assembly, maintenance, adjustment, storage, or use of the bicycle.

This Warranty will be void if the bicycle is ever:

- Used in any competitive sport.
- Used for stunt riding, jumping, aerobatics or similar activity.
- Installed with a motor or modified in any other way.
- Ridden by more than one person at a time.
- Rented or used for commercial purposes.
- Used in a manner contrary to the instructions in this Owner's Manual.

Kent International will not be liable for incidental or consequential loss or damage, due directly or indirectly from use of this product.

For how long does this Warranty last? The frame is warranted for the usable life of the bicycle. Kent International will replace the frame at no charge, should it fail in any weld point when the cycle has been used in a normal manner, and determined by our inspection. Kent will also replace the bicycle fork if it should fail at any weld point. You must receive prior authorization from Kent Customer Service, before returning any product or parts. All other components are warranted against defects for six months from the date of purchase when properly assembled and used in a normal manner.

What will Kent do? We will replace, without charge to you, any frame, fork, or component found to be defective by Kent.

CONSUMER MUST PAY ALL LABOR AND TRANSPORTATION CHARGES CONNECTED WITH THE REPAIR OR WARRANTY WORK.

How do you get service? Phone the Customer Service Department (8am - 4pm E.S.T.) at 1-800-451-KENT. All warranty claims should be made to Kent international, Inc. 60 E. Halsey Rd. Parsippany, NJ 07054 USA.

Steps to follow for a claim on the limited lifetime frame warranty:

1. Customer needs to send pictures of the damaged frame and a copy of their receipt to Customer Service.
2. Customer Service Manager/Tech will verify the damage to the frame
3. If it is determined that the frame has failed during regular usage the customer must cut the frame in half to ensure it will no longer be usable.
4. Pictures of the "cut" frame must be sent to Customer Service to verify it has been done.
5. Once we have the verification, a new bicycle will be sent to the customer :
 - a. Need to enter inquiry into KCS (Must state it is for a warranty claim for a frame failure)
 - b. Print out inquiry and give to Eramel or Michelle(accounting/entry department) to create a B.O.L (Bill of Lading)
 - c. Once you have the B.O.L. it is to be given to the shipping department to pull the bicycle and have it shipped. (Make sure to get the tracking number of the shipment.)
 - d. After it is shipped, give B.O.L back to the accounting department. Make sure to file your copy.
 - e. If the exact model is not available we will try and send a similar model

Steps to follow for a claim under the (6) month or (1) year warranty for parts:

1. When a customer calls to file a claim under the warranty, first determine the model of the bicycle

2. Find out how the bicycle failed and what part is needed (was it under normal operating conditions as outlined above in the warranty form)
 - a. If possible, get a picture of the problem part
3. Gather the customer's information in the KCS system making any appropriate notes about the inquiry
4. Verify that the parts are available with the Parts Department and/or Customer Service Manager (or Bike Tech)
5. Once it is determined that the part needs to be replaced, customer must send a copy of the Proof of Purchase (receipt). This can be sent by mail, fax or email. **A receipt is required for a warranty claim.**
6. Once the receipt is received, update the inquiry in KCS – “Received Receipt” (then file the receipt)
7. Edit inquiry by checking “parts requested” so the inquiry can be approved and shipped.