

SHIMANO[®] BICYCLE COMPONENT WARRANTY

Shimano[®] bicycle components come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Shimano Australia Pty. Ltd. A.B.N. 19 056 284 710, whose business address is 2 Wurrook Circuit, Caringbah NSW 2229, telephone 1300 731 077, Email: sales@shimano.com.au ("Shimano") gives the following warranty which is additional to other rights and remedies available under the Australian Consumer Law.

SHIMANO[®] ADDITIONAL WARRANTY

Shimano warrants to the original retail purchaser who purchases in Australia a new Shimano[®] bicycle product ("Product") (not being a component of a purchase of a complete bicycle) that:

- **If the Product is found to be defective** due to faulty materials or workmanship and has only been used in Australia in accordance with the manufacturer's instructions under normal use and reasonable care (in the opinion of Shimano); and
- **The warranty claim** is made within 2 years, or for Dura-Ace and XTR components (excluding rims), within 3 years, or for Shimano[®] wheels, shoe products and soft goods within 1 year, of original purchase ("**Warranty Period**"); and
- **Within the Warranty Period** the defective Product is sent insured to Shimano with (i) the original retailer's sale document and receipt identifying the Product and date of purchase, and (ii) details of the defect and (iii) a return address within Australia; then

Shimano will, subject to the following conditions, repair or replace (at its option) the defective Product and send it insured to the return address provided.

WARRANTY EXCLUSIONS

This warranty will not apply where the defect arises due to any of the following:

- use of the Product in an assembly for which it was not designed;
- the incorrect installation or removal of or attempt to repair the Product;
- damage in transit in forwarding the Product to Shimano;
- lack of technical skill, competence or experience of the user;
- poor maintenance, unauthorised modification, or improper, negligent or careless use of the Product;
- use of the Product outside Australia or in a competition or for commercial purposes;
- the Product, or bicycle of which it is a component, being abused or involved in an accident; or
- Damage or deterioration to the surface finish, aesthetics or appearance of the Product.

WARRANTY FURTHER CONDITIONS

- Shimano's liability under this warranty is limited to repairing or replacing and returning the defective Product to the purchaser. A purchaser making a claim must bear the cost of sending the Product to Shimano and any cost in removing, refitting or readjusting the Product in a bicycle assembly;
- This warranty will not apply to a Product that is a component in a sale of a complete bicycle whether pre-assembled or subsequently assembled. In such instance any claim should be made to the retailer or other entity from whom the bicycle was purchased or the manufacturer or other entity liable at law.
- Retailers and wholesale outlets for Shimano[®] Products cannot modify this warranty in any way. Any alteration will only be binding on Shimano if it is in writing and signed by a Director.
- It is the purchaser's responsibility to regularly examine a Product to determine the need for, and attend to, normal service or replacement.