



ISAAC Crash Replacement Policy

The strong forces to which a frame is subjected in the event of an accident or a heavy fall can cause damage affecting the frame's functionality. Besides the surface damage that often occurs, visible or invisible hairline cracks or breaks could put the cyclist at risk.

With the Isaac Crash Replacement service, we offer Isaac owners a service whereby a damaged Isaac frame can be exchanged for a new one (the same model or one of the same value). It is important in such cases that the damaged frame (i.e. not the entire bicycle) be sent to Tehava International by the dealer. At Tehava International, a service specialist will assess the frame and ascertain whether the frame is eligible for a crash replacement. We do so meticulously,

as we reserve the right not to provide this service if we observe that the damage was caused wilfully.

If the frame is eligible for replacement, we will offer you a new frame (the same model or one of the same value, depending on availability, for example, and/or discontinuation of certain models and their replacement with new models) at a greatly reduced price. You can find the discounts offered in the table below. This table shows you at a glance the advantage to be gained if you registered as an Isaac Member (after making your purchase) on the Isaac website.

Isaac applies the following discounts to replacement frames:

	within 1 year of purchase	1-2 years after purchase	2-3 years after purchase	3-4 years after purchase
Not registered as an Isaac Member	30%	20%	10%	-
Registered Isaac Member	40%	30%	20%	10%