



# ISAAC WARRANTY TERMS EU

- > All Isaac frame sets are being developed and manufactured with great care. All Isaac bicycles are sold exclusively through a network of authorized dealers who we entrust with professional skills to assemble and service your bicycle. Therefore, Isaac Cycle grants the original purchaser a guarantee of 3 years against material defects for the frame and 2 years for the fork. The warranty rights apply only to the original retail purchase (the consumer) and is not transferable. The warranty period begins at date of original retail purchase.

Isaac Cycle provides each original retail purchaser of an Isaac bicycle a warranty against defects in materials as stated below:

- > **Three Years**

2011 model year, and newer, frames

- > **Two Years**

All 2011 model year, and newer, original Isaac forks, and original Isaac seat post.

- > **One Year**

Cosmetic (Paint and decals)

All original Isaac branded components(except consumables)

This warranty applies to model year 2011 and newer models and covers only original Isaac products purchased through an authorized dealer or distributor. Any other part, component or accessory shall be covered by the stated warranty terms of the original manufacturer. Any products not specifically included above are hereby excluded.

**This warranty does not cover:**

Normal wear and tear.

Damage or failure due to abuse, misuse, accident, abrasion, impact or neglect.

Improper assembly.

Improper or lack of maintenance.

Installation of components, parts, or accessories not originally intended for or compatible with the bicycle or frame as sold.

Damage or failure due to over-torque of fittings, inappropriate storage, recoating or refinishing,

extremes of temperature, the effects of UV light, attachment of adhesive items such as decals, attachment of inappropriate fittings.

Damage or failure due to poor preparation, poor adjustment, poor handling.

Failure of attached components.

Damage or failure due to any chemical or solvent contact, saline exposure, or exposure to thread locking solutions.

Damage or failure due to stunt or trick riding.

Damage or failure due to crimping or crushing due to clamping in a repair stand, use in a static trainer, bike carrier, stone chips, chain suck, chain slap, cable rubbing, etc.

Labor charges for part replacement or changeover.

- \* This warranty is invalid in its entirety by any adaptation or modification of the frame, fork, or components.

Warranty claims expressly limited to the repair or replacement of a defective item, repair or replacement is the sole remedy of the warranty. Isaac Cycle reserves the right to substitute alternative products of a similar specification or value. Isaac Cycle cannot be held responsible for any costs incurred in relation to invalid claims. Isaac Cycle cannot be held responsible for any consequential losses. Isaac Cycle, Isaac distributors and agents cannot be held responsible for shipping, postage or carriage charges relating to warranty claims.

In the event of a warranty claim, the item should be returned to an Authorised Isaac dealer, or direct to the Isaac National Distributor for the consumer's country of residence. An official, numbered returns authorisation must be obtained by the Dealer or consumer prior to goods being returned to an Isaac National Distributor. Proof of purchase is required. Warranty claims outside the country of purchase can be subject to additional costs and restrictions. In case of an extended warranty claim the Isaac membership Product Registration, which is sent to the Consumer immediately after registration, must be included in all correspondence. Warranty claims outside



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the country of purchase can be subject to additional costs and restrictions. Warranty duration and terms may differ by product type and/or by country.

## > **Extended warranty**

Extended warranty, on frame only, is possible by becoming an Isaac member. To become an Isaac member register at [www.isaac-cycle.com](http://www.isaac-cycle.com). Registration needs to be made within 30 days of original retail purchase.

Retrospective registration is not possible.

## > **Recommendation**

Isaac recommends that assembly and maintenance are carried out by an Authorised Isaac Dealer and that complete records of such work are retained by the consumer.

## > **Crash replacement**

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:

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

*For 2010 and older original Isaac products, please consult your manual or contact your Isaac dealer for the applicable warranty information.*

*The English version of the warranty shall prevail.*