



LOUIS GARNEAU LIMITED WARRANTY PROGRAM

BIKES

Louis Garneau designs superior-quality technical products. If, however, you experience a quality problem with your bike, we will guarantee it for the periods mentioned below, which begin at the date of purchase. This warranty covers manufacturing and material defects.

Warranty periods:

- For models 2012 and younger, a lifetime warranty against any manufacturing defects on rigid frames, excluding the fork;
- For models 2011 and older, a five (5) year warranty against any manufacturing defects on rigid frames and forks;
- A five (5) year warranty against any manufacturing defects on all suspension frames, excluding de fork;
- A five (5) year warranty against any manufacturing defects on rigid forks;
- A one (1) year warranty against any manufacturing defects on paint and decals;
- Note that neon paints and colors are subject to fading faster when exposed to UV rays. Although Louis Garneau uses the best paints and decals available on the market, we cannot guarantee the longevity of these neon colors;
- A one (1) year warranty against any manufacturing defects on all original components and accessories, except for consumables, such as: braking components (pads, rims), tires, tubes, rim tapes, cables and casings, transmission parts (chains, chain rings, cassette, bottom bracket), suspension frames bearings or bushings;

In the case of third party brand components, including derailleurs, brake levers, suspension forks, shock absorbers and other brand components, the warranty policy for these brands applies, and defective products shall be sent to their respective Service Centers. For example, for warranties of Shimano components in Canada, the dealer should contact Shimano Canada or Cycles Lambert. For warranties of Shimano components in the USA, the dealer should contact Shimano USA.

Note that Louis Garneau Sports Inc. means to deliver a consistent and functional product. If that is not the case, it will accept to cover the warranty for third party brands to satisfy the customer. However, Louis Garneau cannot undertake to warranty third party components presenting a manufacturing defect after a certain wear.

Bicycle Frame Crash Replacement Policy

Although our products meet and exceed the industry's most strict standards, Louis Garneau Sports Inc. recommends you immediately replace any carbon frame, parts or fork that have undergone a crash or



accident, whether damages are apparent or not. A replacement program is at your disposal in order to replace the damaged parts at a lower cost. Components other than frame and rigid carbon fork are not covered by this program. To benefit from this program, please contact a local Louis Garneau Sports Inc. authorized retailer.

The Louis Garneau Sports Factory Outlets of as well as the private Employee Sale offer discontinued or imperfect products, at prices significantly reduced. For these reasons, the warranty offered for these products is limited to a 30 days period after the date of purchase. After this period, if the product is reparable, repair fees may apply. To make a request for the replacement or the repair of a product bought at the private Employee Sale, contact the customer service department at the address mentioned below.

Terms of the Limited Warranty

This limited warranty applies only to the original owner of a bicycle or frame purchased at a Louis Garneau Sports Inc. authorized retailer, and cannot, in any case, be transferable to a subsequent owner. The original owner must have previously registered the bike or frame with Louis Garneau Sports Inc. on the <http://www.garneau.com/> website, by mail or by phone. This limited warranty becomes effective from the date of the original purchase. To be eligible, the bicycle must be returned in an assembled condition at a Louis Garneau Sports Inc. authorized retailer along with a dated original purchase receipt.

This limited warranty does not cover normal wear and tear, improper assembly, improper maintenance, breakdowns resulting from the installation of incompatible parts or accessories, damage due to corrosion, significant damage frame fatigue caused by deterioration through normal wear, or damage caused by the use of cleaning products or additives. This warranty will be deemed as void if the damage results from any accident, abuse, neglect, alteration or modification of the bicycle or its frame, improper, excessive or incorrect use, abuse in competition or use for commercial or rental purposes.

Louis Garneau Sports Inc. reserves the right to repair or replace any frames or parts that meet the criteria of the Limited Warranty, with new identical or similar parts, but cannot guarantee the continued availability of certain types or colors of frame, forks, and components.

All labor charges for service or replacement of any warranty parts are the sole responsibility of the original owner. The shipping charges to send parts to Louis Garneau Sports will be assumed by the consumer. The shipping charges to return the replacement parts to the dealer will be paid by Louis Garneau Sports.

Product Service Life

The warranty determines the period of time, starting the date of purchase, during which Louis Garneau Sports will replace the product if required. However, although our products are among the best on the market, they are still subject to a certain useful life. Therefore, even if Louis Garneau Sports offers a lifetime warranty on some of its frames, this does not guarantee that they will last forever. The service life of a product can vary depending on a number of factors including the conditions of use, the respect of the designated type of use, as well as regular maintenance. All Louis Garneau Sports bikes and



frames should be inspected each year by an authorized retailer to detect potential issues. This safety inspection is very important to prevent accidents, injuries, or the premature deterioration of the product.

Rider Experience

The level of experience and abilities of the cyclist can also affect the product's useful life. Recreating manoeuvres of more experienced riders can result in failure of the components and/or injury. Always maneuver your bike according to your own capacities and experience.

Designated Use

Each bike is developed for a specific use. Make sure to respect the instructions relative to the designated use for each bike category.

Louis Garneau sports Inc. recommends that all bikes or frames get periodically inspected by an authorized dealer.

Please note that it is essential to use the appropriate bike rack for the transportation of each bike model. We cannot be held responsible for damages to your bike resulting from the use of a bike rack.

This limited warranty is the only warranty applicable to Louis Garneau sports Inc. Bikes or frames. Any and all implied warranties, including warranties of merchantability or adequacy for particular purposes, shall be limited in scope and duration, in accordance with the limited warranty. Louis Garneau sports Inc. shall not be held liable for any direct, indirect, incidental, or exemplary damages suffered by any party. This limited warranty replaces and takes precedence over any other warranty. This limited warranty gives you specific legal rights: you may also have other legal rights, which vary according to the state or province where the product was purchased. Certain states or provinces do not allow limitations or exclusions of incidental or consequential damages. Whereby, the above limitations and exclusions set forth in this limited warranty may not apply to you.

The limited warranty set forth herein cannot be extended, prolonged or otherwise modified by any Louis Garneau sports Inc.'s dealer, agent, or employee, and Louis Garneau sports Inc. shall not assume any liability nor make any warranty other than what is specifically prescribed by this limited warranty.

This limited warranty only applies in the U.S.A. and Canada.

The warranty for international applies only to rigid frames and forks.



How to submit a replacement / repair warranty claim

- 1- Validate that your product is covered by the criteria described above;
- 2- Wash the product before returning it;
- 3- It is always recommended to consult your authorized Louis Garneau Sports retailer to submit a replacement/warranty claim. Present your product's original proof of purchase.

In the event that you cannot submit a claim through your dealer, please contact our customer service and we will be pleased to help you.

Canada – Phone: 1-800-463-8356

To send us a message via our Website, please fill out the form below:

<https://garneau.com/ca/en/customer-service/contact>

United States – Phone: 1-800-448-1984

To send us a message via our Website, please fill out the form below:

<https://garneau.com/us/en/customer-service/contact>