



LOUIS GARNEAU'S BIKES LIMITED WARRANTY PROGRAM

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 2012 models onwards, a limited lifetime warranty against any manufacturing defects on rigid frames, excluding the fork. A five (5) year warranty against any manufacturing defects on rigid forks;
- For models prior to 2012, 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 the fork;
- A one (1) year warranty against any manufacturing defects on paint and decals. Note that paints 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 the paints;
- 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;
- The components assembled on Garneau frames are guaranteed by their respective manufacturer.
- For electric bikes, a limited lifetime warranty against any manufacturing defect on rigid frames, excluding the fork. Rigid forks are warranted for five (5) years against any manufacturing defect. A two (2) year warranty on the electric motor and battery (a loss of up to 30% of the rated capacity of the battery can occur after a maximum of 500 cycles). A one (1) year warranty on the controller, sensors, charger and wiring. The maximum allowable total weight (including rider, bike and luggage) for our electric bikes is 136 kg (300 lbs).

Frame replacement policy in the event of a fall (Carbon frame only) *

* For replacement frames, the compatibility of parts and accessories is not guaranteed, and their replacement is at the customer's expense.

Although our products meet and exceed the highest industry standards, Louis Garneau Sports Inc. recommends that any carbon frame, part or fork that has been damaged in an accident be replaced without delay, even if no damage is apparent. A replacement program is available to allow you to replace damaged items at a lower cost. Components other than carbon frames and rigid forks are not covered by this program. To take advantage of this program, contact your authorized Louis Garneau Sports Inc. dealer.



Warehouse stores and private sale

The Louis Garneau Sports Factory Outlets 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 repairable, 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.

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.

services@garneau.com

Canada – Phone: 1-800-463-8356

United States – Phone: 1-800-448-1984