



LOUIS GARNEAU LIMITED WARRANTY PROGRAM

HELMETS

Louis Garneau designs superior-quality technical products. If, however, you experience a quality problem with your helmet, we will guarantee it for a period of one (1) year following the date of purchase. This warranty covers manufacturing and material defects only.

This limited warranty only applies to the original owner of products purchased from an authorized Louis Garneau retailer or from our website and cannot, under any circumstances, be transferred to a subsequent owner. Proof of purchase must be provided when making a claim. This warranty is limited to the repair or replacement by an identical or equivalent product, at Louis Garneau's discretion.

We consider that a helmet has a limited useful life, according to usage and obvious signs of wear. That is why Louis Garneau Sports recommends replacing your helmet after three (3) years of use. The helmet must be replaced at the latest seven (7) years after the date of manufacture.

Limited Warranty Conditions

The warranty does not apply in the following cases:

- Rental or demonstration products;
- Commercial use;
- Normal wear resulting from the use of the product (scratches, paint and graphic wear, rips, tears, degradation from UV rays);
- Damages or failures caused by abuse, negligence, poor care or maintenance, transformation, modification, accident and/or improper use;
- Damages caused by an impact or fall;

The manufacturer cannot be held responsible for physical or other damages, directly or indirectly caused by using the helmet. No other warranty, express or implicit, will bind the parties. This warranty is exclusive and takes precedence over any other warranty, insurance or responsibility governed by law or otherwise. Any litigation with regards to the present warranty and/or any action against the manufacturer will have to be settled before of the courts of the place of business of the manufacturer where the parties elect residence and the applicable laws will be those of the province of Quebec (Canada). Louis Garneau Sports Inc. cannot be held responsible for any secondary or indirect damage whatsoever. Certain countries, states or provinces do not allow exclusion or limitation of secondary or indirect damages, or limitation over the implicit duration of the warranty, whereby the above limitations or exclusions may be limited in their application to all.

The Louis Garneau Sports Factory Outlets as well as the Private Employee Sale offer discontinued or imperfect products, at significantly reduced prices. For these reasons, the warranty offered for these products is limited to a 30-day 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 directly at the address mentioned below.



How to submit a replacement / repair warranty claim

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

In the event that it is impossible for you to return your product to your retailer, please communicate directly with our Customer Service and we will be glad to help.

For more information, please contact our Customer Service at the following:

Canada – Telephone: 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 – Telephone: 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>

CANADA

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