

## EXTENT OF LIMITED WARRANTY

SR SUNTOUR, INC. (“WARRANTOR”) warrants that each PRODUCT manufactured or furnished by WARRANTOR will be free from defects in material and workmanship for a period of SIX (6) months to TWENTY FOUR (24) months from the date of the first retail purchase of the PRODUCT (“Limited Warranty”), the detail of warranted SR SUNTOUR PRODUCT and its corresponding warranted period is listed as below. The PURCHASER’s sole and exclusive remedy under this Limited Warranty for defects in the PRODUCT shall be the repair or replacement, in WARRANTOR’s sole discretion, of the defective PRODUCT, or components thereof. This Limited Warranty is made by WARRANTOR with only first retail PURCHASER of the PRODUCT and does not extend to any subsequent PURCHASER or any third parties. This Limited Warranty is not transferable.

- Suspension forks, rear shocks, chain wheels, seat posts, gearboxes, and e-bike system (including motor, display, controller, and its components): 2 years.
- Cartridges dampers: 1 year.
- Wear parts, such as plastic sleeves, rubber seals, o-rings, or any other parts designated by WARRANTOR: 6 months.

WARRANTOR may, at its discretion, repair or replace defective parts falling outside the warranty period, but such work shall not be deemed to be any admission of liability.

This is the only warranty made by WARRANTOR and no employee, agent, or reseller of WARRANTOR is authorized to make any other warranty on behalf of WARRANTOR.

## NOT COVERED

This Limited Warranty does not apply to, will be deemed null and void, and WARRANTOR shall have no liability or responsibility in respect of, damages or expenses relating to:

- Accidents, neglect, misuse, abuse, improper use, lack of reasonable or proper maintenance, improper assembly, repairs improperly performed, replacement parts or accessories not conforming to WARRANTOR’s specifications, use exceeding the recommended and permitted limits of the PRODUCT, specified in any manuals or other literature supplied by WARRANTOR, on WARRANTOR’s website, or in accordance with the customs and practices of the bicycling industry, or not following this Limited Warranty procedure set forth herein. The manuals of the PRODUCT can be found online at [www.SRSUNTOUR-CYCLING.com](http://www.SRSUNTOUR-CYCLING.com);
- Activities such as acrobatics, stunt riding, ramp riding, racing, and/or normal wear or deterioration occasioned by the use of the PRODUCT. Items subject to normal wear or deterioration include but are not limited to:
  - Oil
  - Foam rings
  - Bushings
  - Gears
  - Corrosion
  - Tools
  - Rear shock mounting hardware and main seals
  - Stripped threads/bolts (aluminium, titanium, magnesium or steel)
  - Dust seals
  - Bottom out bumpers
  - Bearings
  - Free hubs
  - Piston bands
  - Cartridges
  - Air/oil sealing o-rings
  - Chain rings
  - Bearing races
  - Motors
  - Rubber moving parts
  - Stanchion (upper) tubes
  - Fasteners threads and heads
  - Transmission gears
  - Chain rings
  - Pawls
  - Batteries
  - Motors
- Any PRODUCT purchased from any entity other than WARRANTOR, WARRANTOR’s OEM (original equipment manufacturer) customers, or WARRANTOR’s authorized retailers;
- Cosmetic issues, such as scratches, chips or colour deviations or damage caused in shipping or assembling the PRODUCT;
- Any expenses related to the transportation of the PRODUCT to or from an authorized service center, labor costs to remove the PRODUCT from the bicycle, or compensation for loss of use while the PRODUCT is being repaired;
- Any damage, cost or expense caused by Act of God;
- The serial number of the PRODUCT is altered, erased, defaced or otherwise subject to any tampering; or
- Any use of the PRODUCT with a rental or leased bicycle or for any other commercial use.

## PROCEDURE

In the event of an alleged defect covered by this Limited Warranty, PURCHASER shall contact the authorized retailer from which PURCHASER purchased the PRODUCT to give specific and detailed notice of any non-conformities or defects regarding the PRODUCT. Alternatively, a warranty claim can be presented via email to below listed customer service accounts, or it can be submitted through the SR SUNTOUR website at [www.srsuntour-cycling.com](http://www.srsuntour-cycling.com):

- |  |   |   |
|--|---|---|
| ● <b>Asia, Oceania:</b><br>service@srsuntour-cycling.com<br>service@srsuntour.com.tw | ● <b>Europe, Africa:</b><br>service@srsuntour-cycling.com | ● <b>North America, North America:</b><br>service@srsuntourna.com<br>service@usulcorp.com |
| ● <b>China:</b><br>service@srsuntour.com.cn<br>sr-service@srsuntour.com.cn           | ● <b>France:</b><br>sav@srsuntour-cycling.com             |   |

Any warranty claim must include:

- Overall photographs of the PRODUCT, including detailed photographs of the serial number and alleged defect.
- A copy of the proof of purchase.

- A written description of the maintenance history of the PRODUCT, the alleged defect, and an accident associated with this warranty claim.
- PURCHASER's name, shipping address, phone number, and email.
- Any other information PURCHASER thinks is relevant to this warranty claim.

### **LIMITATION OF DAMAGES**

Except as expressly provided by this Limited Warranty, **WARRANTOR SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ASSOCIATED WITH THE USE OR NON-USE OF THE PRODUCT OR A CLAIM UNDER THIS LIMITED WARRANTY, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT OR OTHERWISE.** The foregoing statements of warranty are exclusive and in lieu of all other remedies or damages.

**DISCLAIMER. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND ALL IMPLIED WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OF TRADE, BY STATUTE OR OTHERWISE, IS HEREBY STRICTLY LIMITED TO THE TERM OF THIS WRITTEN WARRANTY.**

This Limited Warranty shall be the sole and exclusive remedy available to the PURCHASER with respect to this PRODUCT. In the event of any alleged breach of any warranty or any legal action brought by the PURCHASER based on breach of warranty, alleged negligence or other tortious conduct by WARRANTOR, the PURCHASER'S sole and exclusive remedy will be repaired or replaced of defective parts or refund of the purchase price, as stated herein. In no event shall the liability of the WARRANTOR for any matter, cause or thing whatsoever exceed the purchase price of the PRODUCT.

### **APPLICABLE LAW**

Any and all claims or disputes of whatever nature arising out of or otherwise relating to this Limited Warranty shall be governed by and construed in accordance with the local laws where the said claims arise or the PURCHASER resides.

To the extent that the statement of this Limited Warranty is inconsistent with the local law, this Limited Warranty shall be modified to be consistent with such law and certain disclaimers and limitations after the modification of this Limited Warranty statement may apply to the original purchaser automatically.

### **STATEMENT**

This Limited Warranty was provided in a variety of languages, in the event of an error or confliction existed or found in its interpretation or translation among varied of languages versions, the English version shall prevail than other languages.