

WARRANTY

THE QUALITY AND RELIABILITY OF COMMENCAL® BIKES PLUS OUR RIDE ALPHA® COMPONENTS ARE OUR PRIORITY AND WE HAVE COMPLETE CONFIDENCE IN OUR PRODUCTS. FOR THIS REASON, WE OFFER A MANUFACTURER'S WARRANTY THAT GOES WELL BEYOND LEGAL OBLIGATIONS.

WARRANTY TIME FRAME

From the first (1st) of October 2024, COMMENCAL® undertakes to guarantee its products in the event of manufacturing or material defects, for the following time frames:

- All bicycles (frames and parts) in the range for a period of two years (2 years).
- All COMMENCAL® and RIDE ALPHA® components benefit from a two year (2 year) warranty.
- Finishes such as paint, stickers are guaranteed against manufacturing defects for a period of six months (6 months).

SUPREME frames sold before the 1st of January 2019 benefit from a five year (5 year) warranty.

ABSOLUT and CLASH frames sold before the 1st of January 2024 benefit from a five year (5 year) warranty.

META, T.E.M.P.O., META HT, Kids, FCB, 365 and META POWER frames sold before the 1st of October 2024 benefit from a five year (5 year) warranty. For full suspension bikes, the chain stays and the Contact System have a two year (2 year) warranty.

The META POWER SX 400 and T.E.M.P.O. POWER frames come with a lifetime warranty. Front and rear triangles are covered for life; suspension linkage components are also lifetime-guaranteed; hardware and axles have a 2-year warranty; and bearings, considered wear-and-tear parts, are covered for 6 months.

The guarantee takes effect from the date of purchase. The date stated on the purchase invoice is taken as proof.

CONDITIONS FOR APPLICATION OF THE COMMENCAL® WARRANTY

During the warranty period we undertake to replace, at our expense and at our discretion, COMMENCAL® and RIDE ALPHA® frames and parts that are defective in workmanship or materials. The defect must be validated by our customer service team. They will be solely responsible for the decision regarding the implementation of a guarantee.

THE WARRANTY IS ONLY APPLICABLE

- To bikes purchased from one of our authorised dealers or on the official COMMENCAL® website,
- To the first owner of the bike. The guarantee is non-transferable after resale.
- Strictly in the case of normal use of the bike.

MAXIMUM RIDER WEIGHT

FULLY DRESSED & EQUIPPED APPROPRIATELY:

- Adult's bike = 120 kg
- Child's bikes: 12" - 16" = 30kg
20" - 24" = 45kg
- Junior/Teenager's bikes = 65 kg.

The lifespan of a bike will vary according to its construction and the materials used. The following factors will also play a part: frequency of use, aggressiveness of riding, the level of maintenance upheld, etc.

The guarantee is not an all-inclusive insurance and therefore it does not apply:

- If damage was caused during the transport of the bike between our warehouse and your home (the damage must be reported to the carrier in writing).
- If damage is caused by normal wear and tear.
- If the bike is misused beyond the framework of correct usage provided by COMMENCAL®.
- If the bike shows damage or signs of wear due to excessive stress, that has gone beyond the recommended use. This includes damage or breakage from jumps or falls.
- If there has been inadequate maintenance or negligence on the part of the owner.
- If parts are worn, such as derailleur hangers for example.
- The frame has deformed, a sign of excessive load.
- In the event of an accident (fall, collision, etc.)
- If the bike is no longer suited to the first owner's body shape.
- If the bike has been continually used whilst it was already damaged.
- If the bike has suffered damage resulting from an intentional fault or the liability of a third party.
- In the case of internal corrosion of Chromo steel frames.
- In the event of impacts suffered from external elements (natural disasters, fire, humidity, etc.)
- If used in non-compliance with safety standards.
- In the case of modification made to any components on the bike which result in a change to its geometry or function (maximum height of fork not respected, change in dimensions of the shock, non-compliance with the minimum insertion of the seat post).

NORMAL WEAR & TEAR

Normal wear and tear is defined as damage that occurs naturally and inevitably as a result of the normal use of a bike. For example, your cassette and chain will inevitably wear out and need to be replaced. The same goes for scratches and other potential damage to a bike's paint or graphics that can result from normal use and exposure to the elements. Over time, your bike may also develop creaking or other noises during use, which usually means it needs some maintenance.

Below is a non-exhaustive list of products that are subject to normal wear and tear and therefore not covered by the warranty:

- Frame bearings (covered by a six month warranty)
- Freehub body (covered by a six month warranty)
- Paint and graphics (covered by a six month warranty)
- Brake pads
- Handlebar grips
- Brake housing and cables, derailleur, seat post
- Spokes / spoke nipples
- Worn axles / threads
- Tyres
- Brake discs

If you have the slightest doubt with regards to a specific part, please contact our customer service department. We will be happy to find the best solution to your problem!



WARRANTY

SPECIAL WARRANTY FOR FRAME-ONLY PURCHASES AND ALC BUILDS

Frames sold as standalone or through the ALC Program must be assembled according to the specified guidelines from COMMENCAL® to ensure proper setup and compliance with the following:

- Fork height
- Shock length and stroke
- Wheel and tyre size
- Seat post and seat clamp diameter
- Seat post insertion depth
- Brake disc diameter
- Drivetrain specs (chain line, chain ring size, Q-factor, crank length etc.)
- Standards (headset, bottom bracket, seat clamp, rear hub, shock hardware etc.)
- Any incompatibilities (e.g. coil shocks, piggyback shocks, brake calipers, axle types etc.)
- All assembly procedures (e.g. torque settings, shock orientation and valve positioning, cable length, chain guide positioning, grease-free assembly areas, and lubrication in specified zones only etc.)

Indeed, it will not cover problems resulting from a bad assembly of the bike or if the assembly is inconsistent with the practice for which the frame was designed.

If a product is warranted under the strict terms of this document, we will repair or replace COMMENCAL® and/or RIDE ALPHA® frames and parts at our expense and discretion. The frames or parts in question will be replaced by an identical or corresponding frame or part.

We are committed to providing spare parts specific to our frames for a period of three years (3 years) from the date of manufacture of the bike. We cannot guarantee the constant supply of some pieces in their original colours but we will find an aesthetically acceptable solution.

Replacing a part does not suspend or renew the original warranty period. All parts repaired or replaced will benefit from the current warranty period starting from the original date of purchase.

IMPLEMENTATION OF THE COMMENCAL® GUARANTEE WARRANTY ON A COMMENCAL® FRAME OR RIDE ALPHA® COMPONENT.

We like to take care of our customers directly and therefore we want to deal directly with all requests. The easiest way to contact us is to complete the form that you will find online. This form must be completed and validated after attaching:

- A copy of the original invoice or order number.
- One or more photos of the complete bike.
- One or more photos of the issue.
- One or more photos of the serial number, engraved underneath the bottom bracket.

For issues in relation to a newly delivered bike, please ample photographic evidence showing the general condition of the box and a photo showing the production label on the box. For any other questions or more info please contact us by email: customerservice@commencal.com

THIRD PARTY BRANDS

In the event of a warranty claim on a third party product, the terms and conditions from that brand are to be adhered to. Each brand is responsible within the original country that the product is distributed but this service is often reserved for B2B professionals. We will gladly act as an intermediary between the owner and the technical service of the brand. Contact us: customerservice@commencal.com

ACCIDENT EXCHANGE POLICY

Our customer service department applies a low-cost exchange policy in cases where warranty claims have been denied under "warranty exclusions". Contact us: customerservice@commencal.com

LIMITATIONS OF RESPONSIBILITIES

This warranty is defined here as the complete and final warranty of all COMMENCAL® frames and RIDE ALPHA® components. As a result, no retailer or other third party is authorised to expressly or implicitly assume, or grant any extension or additional warranty to that defined by the COMMENCAL® warranty guarantee. As a result, any other obligation or cover for any prejudice granted by a third party does not in any way bind COMMENCAL®.

COMMENCAL® will not repair any material damage, personal or psychological injury to the user, the owner or any other person resulting from the use of any frame or component of the COMMENCAL® or RIDE ALPHA® brands.

COMMENCAL® will not be liable for any amount exceeding the actual purchase price of the bike or for any special, incidental or consequential damages arising in connection with said bike. This limitation is established within the strict limits of the law applicable to the contract and commercial habits established by the use.

Exercising the warranty outside the country of purchase may result in additional charges or additional restrictions.

RECOMMENDATIONS

Riding a bike, whether on a road, path, track, on snow, in the city, or a forest, in a bike park; uphill, downhill; with 12/14/16/20/24/26/27.5/29-inch or 700c wheels; alone, in pairs, or in a club, is a risky sport. We therefore recommend that you first choose the appropriate equipment for your practice by consulting our customer service team. Also be aware that within your budget, you must take into account the purchasing of a number of essential safety items. The most important is obviously a helmet whatever the practice. Other protection is available and essential for certain practices. These can include: gloves, back protection, knee pads, elbow pads, etc.

HAVE A GOOD RIDE!



COMMENCAL HQ
Edf. Mallador d'Areny, Erts
AD400 La Massana
Principat d'Andorra

<https://www.commenca.com/en/>

SHOWROOM
shop.erts@commencal.com
+376 73 74 81

SALES DEPARTMENT - INDIVIDUALS
store@commencal.com
+376 73 74 81

SALES DEPARTMENT - PROFESSIONALS
b2b@commencal.com
+376 73 74 92

TECHNICAL SERVICE - WARRANTY
customerservice@commencal.com
+376 73 74 93
monday - friday / 9h-13h 15h-19h

